

LORISSA SERB

Property Manager

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210-742-8106

247 Summit Street, Manchester, CT
06042



PROFILE

An experienced property manager with over 4 years of experience in the industry. I have a proven track record in successfully managing and developing residential, commercial, and industrial properties. I am a proactive problem solver who is able to quickly adapt to new situations. My goal is always to maximize profitability for my clients while providing excellent customer service.

LINKS

[linkedin.com/in/lorissaserb](https://www.linkedin.com/in/lorissaserb)

SKILLS

Strong understanding of property law

Familiarity with city/state regulations regarding rental properties

Ability to effectively communicate with both tenants and landlords

Organization and time management skills in order to keep track of multiple properties

Basic handyman skills for small repairs/maintenance tasks

Understands Real Estate accounting principles (i.e., GAAP)

LANGUAGES

English

Mandarin

EMPLOYMENT HISTORY

Property Manager at ABC Corporation (Florida)

May 2022 - Present

- Increased occupancy by 5% in first year as manager.
- Decreased late rent payments by 10%.
- Negotiated and renewed contracts with three major vendors, resulting in a 15% cost savings.
- Implemented new security system that led to a 20% reduction in crime rates on property.
- Revamped marketing strategy increased online views of properties by 25%.

Assistant Property Manager at XYZ Management Company (California)

Jul 2018 - Mar 2022

- Reduced property vacancy by 30% within 6 months of hire.
- Developed and implemented new marketing strategy that increased occupancy rates by 10%.
- Increased net operating income by 15% through effective cost control measures.
- Negotiated favorable terms with vendors and contractors, resulting in \$20,000 in annual savings.
- Rolled out a successful customer satisfaction survey program that boosted resident retention rates by 5%.

EDUCATION

Bachelor of Science in Business Administration at Tulane University, New Orleans, LA

Sep 2014 - May 2018

I learned how to manage property and businesses efficiently.

CERTIFICATES

Association of Residential Property Managers Certificate (ARP)

Jan 2021

Housing Finance Authority Certification (HFA)

Nov 2019

National Association of Realtors Green Designation (NAR.G)

May 2018