

# Caleb Brown

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An Apartment Leasing Agent with entry-level experience, specializing in client relations, property management, communication, and sales. Adept at managing leasing operations and liaising with tenants across multi-family apartment complexes.

## Key Skills

- Property Management
- Customer Service
- Leasing Operations
- Tenant Relations
- Communication

## Professional Experience

### Apartment Leasing Agent

*Ackerson Apartments, Portland, OR | May 2021 – Present*

- Conduct tours with potential tenants, perform follow up meetings, provide education to prospects on promotions and leasing incentives, and achieve a 90% occupancy rate
- Coordinate daily operations for an apartment complex with over 80+ tenants, perform inspections to ensure cleanliness across the property
- Interface with tenants to resolve maintenance issues, draft leasing documentation, and ensure customer satisfaction, resulting in a 20% improvement in lease renewals
- Support lead generation and marketing activities to drive sales and secure occupants

### Hotel Front-Desk Agent

*Hampton Hotel, Portland, OR | January 2020 – May 2021*

- Supported front-desk operations for a hotel with over 75 rooms, communicated with guests to field inquiries and identify solutions to service issues, and conducted sales calls to secure bookings and upsell luxury suites

## Education

### Bachelor of Science (B.S.) Business Administration

University of Portland, Portland, OR September 2017 - May 2021