

**Saprina Higgins  
301-868-3106 HOME  
240-481-3095 CELL**

Attention Human Resources

Dear Sir or Madam:

I am very interested in exploring opportunities within your organization. My goal is to fully utilize my current skills and gain knowledge and experience along the way; I have enclosed my resume as a first step in this process.

Some of the qualities I possess which will greatly benefit your company are reliability, honesty, determination, efficiency, and the ability to grasp new tasks quickly. I am very highly motivated and dependable person.

As an employee with your organization, I would bring a great focus on quality and commitment. Furthermore, I have excellent human relations and communications skills.

My references are available upon request. If you have any questions or wish to schedule an interview, I can be reached at (240)-481-3095 or by e-mail. I look forward to discussing my ability to meet your needs at your earliest convenience.

Thank you in advance for your consideration.

Sincerely,  
Saprina Higgins

**Saprina M. Joyner-Higgins**

301-868-3106 Home number  
240-481-3095 Cell number

JShiggs2367@aol.com

Summary Currently I am an IREM candidate. I am an Accredited Residential Manager & a Certified Property Manager candidate. I can maximize revenue, provide excellent customer service, control expenses, and I am an effective leader.

Experience:

2/8/2011 to present  
Intersolution Inc.  
Position: Property Manager  
Windsor House Apartments, Washington, D.C. 185 units

Provides leadership at the property and maintains an effective position of authority.  
Projects a professional image in all aspects of work performance, which includes, but is not limited to demeanor, attire, and attendance.  
Demonstrates good communication skills and helps ensure communication with residents, community, agencies, owners and staff.  
Creates and maintains an environment to develop team spirit that promotes quality service behaviors. (I.e. honesty, courtesy, listening skills, excellent customer service)  
Reviews and evaluates all aspects of the property's operations and makes recommendations for changes to Portfolio Manager  
Achieve and maintain 100% occupancy.  
Market and lease new and turnover residential units.  
Enable and maintain financial solvency by monitoring maintenance expenses  
Implement a system for achieving 0% rent delinquency.  
Supervises and monitors adherence of all maintenance contracts.  
Implement system for providing all necessary services to residents, including the immediate acknowledgement and prompt action to correct complaints and deficiencies.  
Re-certifies resident income in strict adherence to agency regulations, where applicable. Periodic and regular inspection of grounds and building(s).  
Continuously oversee inventory of supplies.

October 1, 2009 to July 31, 2010

Position: Property Manager  
Finchley Square 116 Units  
Hyattsville, MD  
Make sure my curb appeal is marketable  
Increase occupancy  
Maintain Budget  
Reduce spending  
Provide excellence customer service  
Build resident retention  
Decrease delinquency by 5% each month  
Walk vacant unit  
Prepare Variance Reports

Continuously be aware of safety practices and procedures. Ensure that safety meetings are conducted with staff complete incident reports and forward to the insurance coordinator within 24 hours of event.  
Ensure company vehicle, if applicable, is maintained and operated in accordance with the Fleet Program.  
Responsibilities include, but are not limited to, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; coaching, rewarding and disciplining employees; addressing complaints and supervise staff, contractors.  
Prepare monthly newsletter.

Continually stress customer service and courtesy by all staff members in their contact with residents and prospective residents.

Portfolio Manager.

Ensure that all policies regarding Fair Housing are understood and followed by all employees and the Fair Housing notices are posted as required by local, state and federal regulations.

Assist with eviction of residents in compliance with court order and directions from Lawyer and Portfolio Manager.

Adhere to and monitor keys/locks in accordance with key control policies.

Tax credit & Market Rent

09-21-05 to August 01, 2009 Washington, D.C.

Madison Court Apartments & Hunt-wood Court Apartments & Martins View Apartments

77 unit's

214 unit's

116 units

**Position Senior Property Manager**

Responsible for the day-to-day operations of an individual asset.

Build a strong team with common goals and objectives.

Manage residential properties for owners by performing the following duties personally or through subordinates. and tracking, marketing, operations, human resource administration and a property's overall performance as a real estate asset.

Assist in the creation of annual property budget.

Assure that there is a daily bank deposit of all checks and money orders received.

Assure that petty cash is secured and properly accounted for.

Assure that close out procedures are accurate and timely.

Oversee all phases of rent collection, to include delinquent accounts, bad debt, and collection agency performance.

Prepare monthly variance reports.

Process invoices weekly and forward to accounting for payment.

Analyze rents and fees for potential increase.

Review operations and determine ways to reduce expenses and waste.

Perform regular audits of reports to ensure accuracy and guard against loss/theft.

Maintain awareness of local market conditions and trends.

Oversee the daily marketing/sales/customer service effort to ensure maximum potential is reached.

Ensure compliance with photo ID policy.

Have proper "tools" available for the marketing effort - floor plans, area

Ensure compliance with Reac inspections.

Ensure compliance with LITCH & Section - 8 file inspections.

Ensure compliance with DCHFA.

Information, transportation schedules, property/resident portal, etc

Keep vacant units clean and in market ready condition at all times.

Supervise all outreach programs.

Review first impression items monthly, e.g., entrance signs, office, professional attire, property website, and model appearance to ensure a positive impression.

Review weekly traffic, leasing summary, and market survey reports with the Portfolio Manager and recommend adjustments as needed.

Participate in the advertising plan for the community.

Maintain occupancy at established levels by completing Property Performance Plans, adhering to the Lease Expiration Matrix, and ensuring that established leasing techniques and methods are used effectively by the leasing staff.

Review shopping reports with Leasing Consultants and provide guidance on how to improve. Make sure all recertification are done. Conduct recertification interviews.

Follow DCHFA, IRS, & Section-8 guidelines.

Conduct inspections every three to six months.

Assure that lease agreements are properly completed and renewed.

Design, implement and maintain resident retention programs including newsletter, social activities and area events.

Supervise the follow up with residents after maintenance requests have been performed.

Ensure staff is providing superior customer service to all residents.

Assure prompt and positive action on all resident complaints.

With Director of Operations, prepare Property Annual Operating Budget.

Prepare and review monthly operating statements for accuracy, budget to actual variances and bottom line cash flow control.

Produce development reports and monthly financials in an accurate and timely fashion.

Prepare and submit subsidy vouchers, where applicable.

Perform duties as necessary.

09-01- 1993 to 08-01-2005 Charles E. Smith

Community Manager, Asst. Community Manager, Admin., Leasing Consultant, Front desk Supervisor, Front desk Part-time

1000 units 500 units 450 units 212 units

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Continuously oversee inventory of supplies.  
In order to control expenditures, maintain and reconcile purchase orders and expenditures.  
Within budget constraints, purchase and maintain needed supplies to meet needs of office and property.  
Create and supervise the schedules of all personnel to insure maximum efficiency.  
Assure that the tone of the property reflects the philosophy of the company.  
Make day to day decisions on all matters related to operations. Seek approval and guidance of Portfolio Manager within specified parameters.  
Create and/or schedule continuous activities and program with and for community residents, including special events and on-going instructional and recreational activities.  
Initiate and respond to all pertinent correspondence.  
Advise residents on a variety of community related subjects. Refer residents as necessary to other appropriate services and agencies which might be able to offer assistance.

**References:**

David Deale  
Regional Property Manager  
410-863-7395

Eunice Agyemang  
Human Resource  
240-813-5978

Shannon Brusque  
Chief Financial Officer  
323-678-6582

**Professional:**

AOBA  
Affiliations IREM (Institute of Real Estate Management)  
PMA (Property Management Associates)

**Certificates:**

Awards Fair Housing I and II, Federal Low Income Tax Credit Property, Top Ten Challenges of a Leasing Agent, Employee of the Month, Leadership of Today's Real Estate Manager, Risk Management, Protecting Property, People, Profits, How to Manage Multiple sites, How to lease when you are full, Microsoft Outlook, Microsoft Excel, Microsoft WordPerfect, Sale's at its Best, March Madness Camp, Persuasions Psychology, The role of Marketing, Selling in a Soft Market, How to Motivate and Manage a Team, Budget and Accounting, Basic Marketing, Business Law, ASM-603 Financial, ASM-604 Financial, ASM-605 Financial, & COS certificate, Tax credit with Quadel 2008, HUD 2007, Grace Hill Leasing & Fair Housing 2011

**Education:**

Phelps Vocational 1988  
Date of School Washington, DC  
graduation Drafting 1988  
IREM- Institute of Real Estate Management 2002  
Strayer University 2000 Business Administration