

## MELISSA STEVENS

- PROFILE**
- Experienced and innovative manager with sophisticated sales, customer service, and business administration skills. Financially astute – conversant with accounting systems and principles.
  - A passionate trainer dedicated to enabling her company and team to learn and grow within an ever-changing industry. Makes “Lifting People Up” in every sense of the phrase, a professional and personal obligation.
  - Self-driven and self-reliant with an active and dynamic approach to work achieving tasks and objectives. Determined and decisive with high personal standards and attention to detail; diligent and conscientious.
  - Tactical, strategic and proactive. Anticipates and takes initiative to develop effective solutions to challenges.
  - Dependable and reliable in supporting and enabling team effort to produce genuine long-term sustainable quality. An efficient time-manager with strong planning, organizing and monitoring abilities.
  - A good communicator with excellent interpersonal skills, an energetic and positive outlook often inspiring others, and always leading by example.

---

### EXPERIENCE

#### **Multi-site Community and Commercial Property Manager EPC Real Estate 2019 – 2020**

- Executive accountability for property performance and profit, strategic planning, staffing and sales development for a 220-unit luxury apartment community.
- Strategic asset management of a new luxury multi-family development and multiple commercial sites with duties including proven expertise in business development, marketing, and sales.
- Coordination of maintenance staff and leasing staff duties and work of facilities for an effective and efficient environment. Ensuring each team member's thorough comprehension of their role within the company, and each role's impact on the owner's goals.
- Design, development, and management of marketing and sales plans. Implemented innovative marketing through collaboration with local businesses creating mutually beneficial advertising and marketing opportunities.

#### **SENIOR COMMUNITY MANAGER AND REGIONAL MENTOR TRAINER**

##### **BH Management Services 2015-2019**

- Continually exceeding the duties and responsibilities expected of a Senior Community Manager and Regional Mentor Trainer with BH Management Services, a leader in the apartment industry.

- Responsible for the onboarding and training of new community managers. Providing additional training, support, and assistance of new communities' teams. Provided asset takeover and due diligence support regularly. A vital part of a team responsible for verifying information prior to sale finalization, and on-site stabilization after acquisition.
- Effectively communicating with internal and external customers delivering an outstanding positive customer service experience.
- Customer-supplier relations facilitation for building maintenance and capital project completion.
- Responsible for team building and all personnel processes include interviewing, hiring processes, employee training, employee reviews, disciplinary actions, creating performance improvement plans, and employee termination with exit interviews, as necessary.

EDUCATION AND ACCOMPLISHMENTS

- Bomi - CMCP course completion (certification testing delayed due to covid-19)
- CAM certification recipient
- NALP certification recipient
- The Club at Indian Creek Apartment Homes (2012-2018) received the "Club 90" award (top 10 percent of the company) 2015, 2016, and 2017. Received runner up for "Property of the year" award in 2017. Earned "Most Improved Community" award from BH Management surpassing over 180 other communities in 2012.
- Certified Crime Free Community Certificate Recipient from the Overland Park and Lenexa Police Departments. Training completed and certifications issued in 2008 and maintained through 2020. Honored with the request of the City of Shawnee Fire Department (FD) participated on interview panels for the FD Captain's position.
- Consistently receive exceptional marks annually on company reviews. Promoted from Assistant Manager (2012-2015) to Community Manager (2015-2016), then Senior Community Manger and Regional Mentor Trainer (2016-2019) with BH Management Services LLC.
- 2004 - 2005 Massage Therapy Training Institute Kansas City, MO  
Certified Massage Therapist
- 2002 - 2004 Johnson County Community College Overland Park, KS  
Liberal Arts

PROFICEINCIES

Microsoft Word, Excel, Publisher, and Power Point - Entrata - SSI (Rent and General Ledger) - Yardi Voyager / CRM - YieldStar Asset Optimization Systems - Vaultware/ MRI Software - Rentlytics, Axiometrics, Real Page Analytics Programs Popcard Traffic monitoring system

REFERENCES

Tina Rosenburg (913) 907-0163  
 Ben Overfield (913) 286-2062  
 Ashlee Carroll (913) 957-7761  
 Michael Muehlebach (913) 259-8761