# JAZMINE JACKSON

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## PROFESSIONAL SUMMARY

Assistant Property Manager with 2+ years of experience in leasing, vendor coordination, and property operations, keeping multi-vendor work on schedule. Supported the unit-turn renovation of 52 townhomes against strict housing authority inspection deadlines while leasing and maintaining the remaining 130 units on the same property. Skilled in tracking deliverables and milestones, coordinating internal teams and external partners, maintaining accurate documentation, and giving stakeholders clear status updates. Bachelor's degree in Business Management; CAPM expected December 2026.

## CORE SKILLS

**Project Coordination:** Scheduling, Milestone and Timeline Tracking, Deliverable Follow-Through, Deadline Management, Prioritization, Issue Resolution, Process Improvement

**Stakeholder Management:** Multi-Vendor and Partner Coordination, Cross-Functional Communication, Status Reporting

**Documentation and Billing:** Record Management, Audit and Compliance Support, Data Accuracy, Billing and Reporting, Purchase Order (PO) Processing

**Tools:** Microsoft Outlook, Word, Excel (Trackers and Timelines), PowerPoint; Microsoft Teams, Zoom, Slack; Google Workspace, OneDrive, SharePoint; Calendar and Schedule Management; Budget and Expense Tracking

## PROFESSIONAL EXPERIENCE

**Assistant Property Manager | Gates Hudson | May 2025 – Present**

- **Vendor Coordination:** Coordinated vendors and internal teams on a 52-unit townhome renovation under housing authority inspection deadlines while leasing and maintaining the remaining 130 units over 4 months
- **Milestone and Deadline Tracking:** Worked backward from fixed inspection dates to sequence vendor work, track unit status and milestones, and flag issues early
- **Purchase Order Processing:** Process purchase orders daily for multiple vendors and handle property bill payments, supporting accurate billing and reporting
- **Lease Administration and Compliance:** Coordinate the full move-in workflow from application to lease completion, managing documentation, compliance verification, and deadlines
- **Process Improvement:** Improved workflow efficiency by tracking tasks, approvals, and deadlines and implementing consistent follow-up procedures
- **Recordkeeping and Stakeholder Communication:** Maintain accurate, confidential, audit-ready records; serve as primary point of contact providing clear status updates to residents, vendors, and leadership

**Leasing Consultant / Assistant Property Manager in Training | Gates Hudson | Oct 2024 – May 2025**

- **Application and Move-In Management:** Managed multiple concurrent applications and move-ins, including identity verification, scheduling, and document collection
- **Approval and Audit Tracking:** Tracked approvals, audits, and onboarding timelines to ensure on-time completion; supported leadership with administrative coordination and follow-ups
- **Records Management:** Maintained organized digital and physical records to ensure compliance and accurate reporting

**Customer Service Representative | Apple Kelly Connect-VA | Oct 2017 – Apr 2018**

- **High-Volume Communication:** Managed high-volume calls and emails, consistently meeting or exceeding response-time and resolution metrics
- **Complaint Resolution:** Resolved complex complaints by investigating root causes; documented all interactions in a CRM and escalated issues to sales and technical support teams

**Receptionist | American Addiction Treatment Center | Jun 2015 – Jan 2017**

- **Care Coordination:** Coordinated care between patients, counselors, and multiple doctors' offices; maintained patient charts and the file room
- **Accounts Receivable and Training:** Managed account receivables and bank deposits; created a training manual and checklist for front desk operations
- **Software Proficiency:** Proficient in Methasoft and Microsoft Office

**Credit and Collections Representative | Grand Furniture | Oct 2013 – Jun 2015**

- **Accounts Receivable:** Managed account receivables, renegotiated balances, and streamlined processes to improve client retention
- **Credit Analysis and Negotiation:** Analyzed credit information, recommended and adjusted credit lines, and negotiated payment programs with delinquent customers

## KEY PROJECT

**52-Unit Townhome Renovation and Unit Turn | Gates Hudson | 4-Month Project**

- **Vendor Coordination:** Supported delivery of a full renovation and turn of 52 townhomes on an active property, coordinating multiple vendors and trades
- **Inspection Readiness:** Sequenced vendor work backward from housing authority inspection dates, tracked unit status, and kept inspection and lease records organized and audit-ready

## EDUCATION AND CERTIFICATIONS

**Bachelor's Degree in Business Management** | Strayer University

**Certified Associate in Project Management (CAPM)**, Project Management Institute (PMI) – In Progress, Expected December 2026

**Also:** Fair Housing Certification; Business Finance and Administrative Training