

# **GAIL ERICH**

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I am that go-to person who is conscientious, multi-tasked and hard-working you have been looking for.

## **Skills:**

Microsoft Excel (spread sheets), Word, Outlook, Access-Windows 98, 2000, 2003 and XP- Yardi-One Site-Kerri Entry System.

Accounts Receivable/Payables-Collections-Purchasing-Inventory Control-Customer Relations-General Ledger-Check Book Balancing

## **Experience:**

*June 1993 to November 2008*

North Pointe Apartments-26151 LakeshoreBlvd.-Euclid, OH 44132

- **Assistant Property Manager for a 950 unit complex**  
Managed the Customer Relations Department-Correspondence with Residents by phone and in writing-Accounts Receivable-Collections-Purchasing-Record Keeping
- **Maintenance Director-Promoted**  
Assigned Jobs to the Maintenance Staff of 37 including Housekeepers and General Laborers-Ensured that All Service Requests from the residents were completed in a timely fashion-Vacant apartments were market ready-Scheduling of Contractors-Purchasing of Maintenance supplies and equipment-Record Keeping-Customer Relations-Worked within a budget-Prepared bid packets and did a comparison analyst of the bids.
- **Assistant to the Maintenance Director-Promoted**  
Instituted and maintained an Inventory Control System-Purchasing of maintenance supplies and equipment-Payables-Prepared bid packets and did a comparison analyst of the bids- Ensured that vacant apartments were market ready-Scheduled Contractors-Customer Relations-Record Keeping-Worked within a budget

## **Education:**

Cleveland State University -Business Management Major-Accounting Minor  
Institute of Real Estate Management - (ARM) Accredited Residential Mgr.