

# RYANN LEE

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## SUMMARY

Experienced property manager and architectural technician passionate about customer service, efficiency, and effective use of project management principles.

## EDUCATION

### **Baker College**

- **Bachelor of General Studies**, Management, and Architectural Construction Technology
- **Associate of Business**, Management
- **Associate of Applied Science**, Architectural Construction Technology

## CERTIFICATES

### **Project Management Certificate**, Learn Smart System Online (2015)

- 42.5 hours of Professional Development Units

### **Property Management Essentials Certificate**, National Association of Housing and Redevelopment Officials (2015)

## EXPERIENCE

### **Assistant Property Manager/Site Manager Trainee**, Robert Half OfficeTeam, Lansing, MI (2017- Present)

- Oversee tenant relations and management of a low-income tax credit, section 8 and market rate residential community that includes 278 units.
- Perform operational and administrative tasks that include preparing, processing and maintaining resident applications, accounting functions, record keeping and managing a team of maintenance workers.

### **Associate Property Manager**, AAA Staffing, Lansing, MI (2016-2017)

- Oversaw tenant relations and management of a low-income housing tax credit and section 8 residential community that includes 136 units.
- Performed operational administrative activities that included preparing, processing and maintaining resident applications, accounting functions, record keeping, managing maintenance a team of maintenance workers.

### **Architectural Technician Intern**, State of Michigan, DTMB Real Estate Division, Lansing, MI (2016)

- Assisted architects/project directors with updating and reproducing State of Michigan building blueprints.
- Facilitated interior space design for State of Michigan office buildings.

### **Assistant Asset Manager**, Lansing Housing Commission, Lansing, MI (2015-2016)

- Oversee tenant relations and management of a public housing residential community consisting of 213 apartments, duplexes, and single family scattered locations.
- Performed operational administrative activities that include preparing, process and maintaining resident applications and annual certifications, accounting functions, record keeping, managing maintenance workers.

### **Adjunct Instructor**, Dorsey Schools, Lansing, MI (2015)

- Instructed computer application course that includes typing, Microsoft Word, and Microsoft Excel

### **Warehouse Clerk**, AmerisourceBergen, Williamston, MI (2014-2015)

- Facilitated quality control of medical products, processed order request forms
- Operated order picker machine, forklift, and riding pallet jack

**Sample Inspector, Warehouse Clerk, Dart Container, Mason, MI (2013-2014)**

- Facilitated quality assurance, completed cycle counts and processed sample request orders from sales reps, account managers and customers.
- Processed and maintained shipping, receiving, mailings and other clerical related duties

**Warehouse Associate, Lowe's, Jackson, MI (2011-2013)**

- Performed merchandise stocking, cycle counts and miscellaneous projects
- Operated forklift, order picker, reach truck and riding pallet jack

**Service Agent, Enterprise Car Rental, Inc., Jackson, MI (2010-2012)**

- Performed automotive detailing, light maintenance, and shuttle/transport service

**Freight Team Associate, Home Depot, Jackson, MI (2008)**

- Performed merchandise stocking, price changes, inventory audits
- Emphasized high standards of customer service and sales

**Construction Assistant Intern, Greater Jackson Habitat for Humanity, Jackson, MI (2007)**

- Project leader of various task on the construction site of residential housing
- Onsite management and documentation of volunteers

**Marketing Associate, Receiving Associate, Sears Roebuck Co., Jackson, MI (2004-2007)**

- Implemented and reviewed plan-o-grams, visual and promotional signing and performed merchandise stocking.
- Completed cycle counts, cash handling, and customer service
- Trained new employees

**Computer Aided Drafter (Co-Op), Professional Communications Services, Jackson, MI (2001-2002)**

- Maintained, updates and filed network cabling blueprints
- Performed clerical and other related duties

**COMPUTER SKILLS**

- Microsoft Office Software: Word, PowerPoint, Excel, Project Management 2013
- Design Software: AutoCAD 2010
- Property Management Software: Elite, MRI BostonPost, Cornerstone
- Accounting Software: AS 400