



**Victoria R. Garcia**

206 Victor Parkway, Apt. F, Annapolis, MD 21403  
443-597-9193 (cell) • vikki8888@verizon.net

**OBJECTIVE**

To establish a career as an integral partner within the property management field that helps to create communities that provide comfort and an improved quality of life for its residents.

**EDUCATION:**

- University of Baltimore, Masters of Public Administration December 2011
- University of Baltimore, B.A. Degree, *Summa Cum Laude* May 2009  
Inducted, Pi Sigma Alpha (National Political Science Honor Society)

**SKILLS:**

- Management and Leadership
- Public Policy Analysis, Problem-Solving, Relationship-Building
- Detail Oriented, Strong Organizational, Time Management and Planning
- Professional Communication, Interpersonal
- Proficient Writing, Proofreading, Editing, Research, and Data Analysis
- Microsoft Office, Outlook, MRI, SPSS, Internet, Yardi, Visual Homes
- Bilingual (Spanish)
- Ability to work independently and collaboratively on teams

**EMPLOYMENT HISTORY:**

**Property Manager** 09/13- Present

Employer: Housing Authority of City of Annapolis  
1217 Madison Street, Annapolis, MD 21403  
Supervisor: Sean Griffith (443) 336-1747; may be contacted

Perform the day-to-day management of staff and operations for two public housing communities:

- An eight story highrise with 154 units comprised of efficiency, one and two bedroom units that house seniors and persons with disabilities.
- Fifty-one townhouses comprised of one, two and three bedroom units in a historical preservation district that house seniors and families.

Essential job functions include:

- Schedule and supervise 8 security monitors for onsite daily 24 hour security desk.
- Interface and serve as liaison for onsite health clinic.
- Supervise the Congregate/Senior Support Services coordinator.
- Supervise the Nutrition Lunch Program coordinator.
- Assist Resident Council in providing programs/events to residents.
- Supervise administrative assistant.

- Supervise 3 maintenance technicians.
- Supervise 3 part-time stipend workers.
- Conduct monthly staff meetings.
- Conduct weekly common area property inspections.
- Conduct monthly unit property inspections.
- Monitor vendors/contractors.
- Conduct periodic safety meetings.
- Conduct periodic Fire Drills/Emergency Evacuations.
- Complete monthly resident recertifications in compliance with HUD.
- Handle sensitive and confidential financial information.
- Track maintenance work orders.
- Review monthly maintenance work order report with maintenance staff.
- Maintain occupancy rates from 98 to 100 percent by ensuring vacant units are immediately prepared for re-rental.
- Complete move-ins and move-outs.
- Administer all leases assuring understanding and compliance with provisions/agreement.
- Track rent collections.
- Enforce the lease and building/community rules.
- Interview and train new hires.
- Prepare monthly reports for supervisor and/or board of commissioners.
- Maintain resident files in the VH computer system.
- Maintain open and regular communication with all staff.
- Maintain ongoing resident contact/relations to constantly assess needs and assure that problems are being resolved.
- Assist with budget preparation.
- Monitor budgets totaling \$1.3 million
- Act as Project Manager (develop action plan, create work charts, timelines, etc) for REAC preparation and inspections to ensure passing score.
- Prepare monthly newsletter.
- Encourage and support staff in their professional development efforts.
- Train, counsel and motivate staff.
- Maintain ongoing relationships with city police, fire and elected officials.
- Develop recommendations to resolve problems of effectiveness and efficiency.
- Implement strategies for risk management and risk monitoring.

**Assistant Property Manager**

04/12 – 08/13

Employer: Transwestern Commercial Real Estate  
 2200 Broening Highway, Suite 255, Baltimore, MD 21224  
 Supervisor: Robert Shovan (410) 347-7811

Performed various administrative and management duties assisting the Sr. Property Manager in the management and day-to-day operations of office and industrial properties totaling over 14,000,000 square feet.

**Provided full administrative support including:**

- Used computer software programs to prepare reports, spreadsheets and correspondence.

- Reviewed outgoing correspondence, contract/service agreements for completeness, accuracy and consistency with company practices and procedures.
- Maintained hard copy and electronic files/forms/records.
- Managed mail.
- Ordered and maintained office supplies/equipment.
- Scheduled and coordinated meetings.
- Prepared and coordinated bid proposals and service contracts (MBE/WBE requirements).
- Received callers to the office.

**Managed and coordinated financial transactions including:**

- Using computer software programs to manage and maintain accounts receivables and accounts payable.
- Collection of rents, miscellaneous income and charges.
- Maintenance of required financial records/files utilizing computer software programs.
- Monitored progress in achieving budget goals through data collection and analysis.
- Assisted with monthly and quarterly management reports as well as annual budget preparation.

**Assisted in tenant/lease administration activities including:**

- Lease set up (including GSA leases).
- Administered lease changes.
- Generated reports.
- Assisted with tenant move-in.
- Coordinated tenant improvement and capital projects.

**Maintained close working relationships with tenants and vendors:**

- Scheduled appointments/meetings with tenants and vendors.
- Addressed and resolved tenant complaints/requests.
- Promoted and fostered positive relationships with tenants/vendors/asset manager.
- Monitored property engineers' response to tenant requests and various projects.

**Program/Administrative Assistant (Temporary Contract)**

07/11 – 02/12

Employer: National Education Association, Office of Minority Community Outreach  
1201 16<sup>th</sup> St., NW, Washington, D.C. 20036  
Supervisor: Angela Carroll (240) 462-6128

- Assisted Director and five minority outreach coordinators in building collaborative partnerships.
- Coordinated and maintained director's calendar by scheduling appointments, meetings and high-level inter-agency/departmental meetings.
- Planned and made director's travel arrangements utilizing computer software programs in accordance with NEA's travel policies and procedures.
- Maintained and tracked office budget.
- Prepared and verified travel/expense vouchers.
- Handled all logistics for conferences/meetings/events including arranging for conference facilities, audio-visual/computer equipment and catering services.
- Maintained inventory of office supplies and minority outreach reference materials.
- Managed mail.

- Received callers to the office.
- Maintained and provided procedural information to internal and external vendors and partners.
- Wrote and proofread correspondence and reports.
- Researched and analyzed education-based programs and their outcomes.
- Interfaced and served as liaison to the Executive staff and Board of Directors.
- Supervised two college student interns.

### **Graduate Fellow**

07/09 – 06/11

Employer: Schaefer Center for Public Policy

University of Baltimore, 1420 N. Charles Street, Baltimore, MD 21201

Supervisor: Mary Lovegrove (410) 837-6234

- Assisted in the organization and implementation of training programs and conferences.
- Assisted with the coordination and facilitation of several meetings and training sessions including setting up audio-visual/computer equipment.
- Assisted with the facilitation of focus groups, phone and computer surveys.
- Conducted research, data collection and statistical analysis.
- Utilized computer software programs, prepared and reported program evaluations for government entities and non-profit organizations.
- Handled and managed sensitive and confidential information.
- Wrote and assembled briefing binders/packets and training manuals.
- Proofread and edited various correspondence and reports.
- Reviewed grant documents and program applications for completeness and consistency with required criteria.
- Maintained and tracked information in a database system (SPSS, Excel, Outlook).
- Provided administrative support to all staff and faculty.

### **Legislative Assistant Intern, Semester Internship**

01/09 – 05/09

Employer: Anne Arundel County Council, Annapolis, MD 21404

Supervisor: Senator Edward Reilly (301) 858-3568

- Assisted legislative aide.
- Conducted research on specific issues.
- Formulated assessment of data.
- Provided written analysis of data.
- Participated in weekly legislative meetings and various county government department/agency meetings.
- Interacted and built relationships with high ranking public officials and civic leaders.
- Studied county development plan and budget.
- Developed knowledge of State and County legislative processes.

### **Full-time College Student**

02/07-12/11

University of Baltimore

1420 N. Charles Street, Baltimore, MD 21201

Academic advisor & mentor: John T. Willis (410) 837-6110

- Government & Public Policy – Undergraduate 4.0 GPA
- Public Administration – Graduate 3.8 GPA

**Real Estate Professional**

02/06 – 10/07

Employer: Coldwell Banker

572-A Ritchie Highway

Severna Park, MD 21146

Supervisor: John Giddings (410) 647-2222

- Real estate agent with concentration on the local rental market.
- Provided high level fiduciary service to clients.
- Provided excellent customer service to prospects and clients.
- Generated lists of properties for rent, their locations and descriptions using computer software.
- Conducted intermediary negotiations between landlords and tenants over rental prices and settlement details before, during and upon completion of lease execution.
- Communicated verbally and by written correspondence with prospects and clients..
- Used a computer software program to create a database for prospects and clients.
- Provided public information to prospects and clients.
- Handled sensitive and confidential financial information.
- Created marketing campaign to enhance rentals which included marketing brochures, flyers and local newspaper advertisements.
- Served as outreach liaison for Spanish speaking prospects and clients.

**Moved to Kansas City, Missouri and became a full-time stay-at-home wife and mother.****Assistant Property Manager**

Employer: Rubloff, San Antonio, TX

06/90 – 08/91

Supervisor: Person no longer with company

- Supervised and trained all property staff and office personnel.
- Supervised contractors/vendors.
- Maintained relations and communication with tenants, vice-president and owner.
- Generated management/budget reports.
- Served as a personal representative of manager.
- Performed a variety of liaison activities and served as the contact person.
- Handled all administrative matters.
- Coordinated and led administrative and capital projects.
- Gathered data and prepared reports/budgets.
- Prepared and reviewed correspondence.
- Developed recommendations to resolve problems of effectiveness and efficiency.
- Screened calls and visitors and made appropriate referrals.
- Handled all logistics for conferences/meetings.
- Coordinated monthly meetings and manager's schedule.
- Provided administrative guidance and assistance.

**Property Manager**

Employer: The Horne Company, San Antonio, TX

05/85 – 05/90

Supervisor: Company no longer exists

- Managed 3 commercial office buildings and 1 industrial property.
- Supervised 5 employees.
- Led the day-to-day management operations at each property.

- Built relationships with property owners, tenants, contractors and service vendors.
- Maintained information regarding issues and problems on behalf of property owners.
- Prepared and reviewed correspondence, reports and budgets.
- Coordinated and monitored construction projects.
- Developed briefings and status reports for property owners.
- Made recommendations to resolve problems of effectiveness and efficiency.
- Coordinated and facilitated monthly staff meetings.
- Created and distributed a tenant newsletter.

**Administrative Assistant**

Employer: American Heart Association, Corpus Christi, Texas

01/81 – 06/84

Supervisor: Retired, no contact information

- Managed all administrative functions.
- Scheduled appointments.
- Maintained office and CPR equipment supplies.
- Prepared itineraries and meeting agendas.
- Developed new work methods for delivering effective services to public and for efficient office procedures.
- Organized and supervised fundraising events.
- Served as liaison and maintained relationships with board of directors, donors and volunteers.
- Scheduled CPR courses and training.
- Organized meetings and banquets.
- Planned, organized and led mail campaigns.
- Wrote press releases and talking points.
- Created publicity and promotional work for media (newspaper, television and radio).

**VOLUNTEER EXPERIENCE:**

- Political campaigns (community organizer, phone bank & canvass coordinator)
- Moveable Feast (preparing meals for HIV/breast cancer patients)
- Mentor for pregnant teens
- Tutor-ESL High School students
- Tutor-ESL for adults

**PROFESSIONAL AFFILIATIONS:**

- Board Member, City of Annapolis Board of Appeals
- Member, American Society for Public Administration (ASPA)
- Member, Society of Women in Public Administration (SWPA)
- Member, NAHRO