

Jordan Whitfield

Assistant Community Manager

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SUMMARY

Assistant community manager with 2 years in Atlanta apartment communities, first in leasing and now running daily office operations at a 302-unit property. Handles rent collection, lease renewals and resident service in property management software, and builds clean reports in Microsoft Excel. Professional, organized and comfortable closing sales.

SKILLS

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|--------------------|--------------------------------|-----------------------|
| • Customer Service | • Property Management Software | • Attention to Detail |
| • Microsoft Excel | • Entrata | • Sales |
| • Outlook | • Rent Collection | |
| • Microsoft Word | • Lease Renewals | |

EXPERIENCE

Assistant Community Manager 07/2025 - Present
Peachtree Hollow Apartments Atlanta, GA

Run the front office with the community manager at a 302-unit garden community owned by a regional operator.

- Run rent collection for 302 units, bringing delinquency down from 4.8% to **2.1%** in 9 months.
- Compile weekly occupancy and leasing reports in Microsoft Excel for the community manager and the regional office.
- Process 25 to 30 lease renewals a month in Entrata with attention to detail on rent, terms and addenda.
- Resolve resident billing disputes by phone and Outlook, keeping escalations to the manager under 5 a month.

Leasing Consultant 03/2024 - 06/2025
Midtown Arbor Residences Atlanta, GA

Full-time leasing role at a 240-unit mid-rise apartment building in Midtown Atlanta.

- Closed an average of **9** leases a month, beating the sales goal in 11 of 15 months.
- Screened 25+ applicants a month for income and rental history under written criteria and fair housing rules.
- Drafted move-in letters and resident notices in Microsoft Word for the office team.
- Delivered friendly customer service at the front desk, handling 40+ walk-ins and calls a day.

EDUCATION

Bachelor of Business Administration 12/2023
Georgia State University Atlanta, GA
Real Estate

CERTIFICATES

Certified Apartment Leasing Professional (CALP)
National Apartment Association
08/2024

Fair Housing Certification
Georgia Apartment Association
10/2025