

Marcus Ortega

Assistant Property Manager

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SUMMARY

Assistant property manager with nearly 2 years at a 216-unit Phoenix apartment community, after two years of leasing during college. Handles rent collection, lease renewals and resident service in property management software, and keeps owner reports clean in Microsoft Excel. Organized, careful and steady with residents on hard days.

EXPERIENCE

Assistant Property Manager

01/2025 - Present

Camelback Ridge Apartments

Phoenix, AZ

Second-in-command at a 216-unit community for a regional multifamily operator.

- Run rent collection for 216 units in Yardi Breeze, holding delinquency under **2%** for 8 months with early reminder calls.
- Complete lease renewals and move-in paperwork for 30+ households a month, with no file errors found at the last audit.
- Respond to resident questions by phone and Microsoft Outlook with steady customer service, closing most requests the same business day.
- Coordinate unit turns with the maintenance team and vendors, cutting average make-ready time from 9 days to 6.

Leasing Agent

09/2022 - 12/2024

Tempe Station Lofts

Tempe, AZ

Part-time during college, full-time after graduation, at a 180-unit student-area community.

- Led 15 to 20 apartment tours a week and signed **85** leases across two leasing seasons near campus.
- Screened rental applications against written criteria and fair housing rules, with zero complaints filed in two years.
- Tracked prospect follow-ups in Excel, raising tour-to-lease conversion from 22% to 31% in one season.
- Created move-in packets in Microsoft Word for 85 new residents, covering utilities, parking and community rules.

SKILLS

- Customer Service
- Microsoft Excel
- Microsoft Outlook
- Microsoft Word
- Property Management Software
- Yardi Breeze
- Rent Collection
- Lease Renewals
- Attention to Detail
- Organizational Skills

EDUCATION

Bachelor of Science

Arizona State University

Business Administration

Tempe, AZ

05/2024

CERTIFICATES

Certified Apartment Leasing Professional (CALP)

National Apartment Association

03/2023

Fair Housing Certification

Arizona Multihousing Association

02/2025