

Gabriel Ortiz

Collections Coordinator

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SUMMARY

Collections coordinator with 3 years in property management accounting, coordinating rent collections for 2,400 apartment units across 9 Phoenix communities. Tracks delinquencies in Yardi and Excel, sets up payment plans and assembles files for eviction attorneys and outside agencies. Brings attention to detail and organizational skills to month-end deadlines.

EXPERIENCE

Collections Coordinator

04/2024 – Present

Sonoran Vista Residential

Phoenix, AZ

Apartment management company with 9 communities and 2,400 units.

- Coordinate collections for **2,400** units, sending weekly Excel delinquency reports to 9 property managers.
- Set up 40 payment plans a month and track every installment in Yardi, with 85% completed on schedule.
- Compile ledgers, notices and leases for about 25 eviction filings a month for outside counsel.
- Assign unpaid move-out balances to a collection agency after 60 days, bringing back \$310K in 2025.

Accounts Receivable Assistant

05/2023 – 03/2024

Desert Palms Property Group

Tempe, AZ

Property manager of 6 apartment communities near Arizona State University.

- Posted 600 rent payments a month in Yardi and matched deposits to the bank daily.
- Contacted late residents by phone and Outlook, cutting 15-day delinquency from 7% to 4%.
- Prepared move-out statements in Word for about 30 residents a month, itemizing damages, fees and deposits.
- Organized resident ledgers and lease files for 2 owner audits with no findings.

SKILLS

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|-----------------------|--------------------|-------------------------|
| • Collections | • Excel | • Attention to Detail |
| • Accounts Receivable | • Outlook | • Organizational Skills |
| • Payment Plans | • Word | |
| • Yardi | • Microsoft Office | |

EDUCATION

Associate in Business

05/2023

Phoenix College

Phoenix, AZ

Business Administration

CERTIFICATES

Microsoft Office Specialist: Excel Associate

02/2024

Microsoft