Sofia Ramirez

Implementation Associate

Implementation Associate with 1 year at a property management software company, supporting 20+ customer onboarding projects at a time. Loads and checks customer data in Excel, tracks tasks in Salesforce and Jira, and prepares go-live checklists. Brings attention to detail and a proactive habit of raising issues before they reach the customer.

sofia.ramirez@email.com (602) 555-0119 Phoenix, AZ linkedin.com/in/sofiaramirez

EXPERIENCE

Implementation Associate

08/2025 - Present

Camelback Property Software — Phoenix, AZ

Property management SaaS used by 1,800 apartment communities.

- Coordinate **20+** customer onboarding projects at a time, scheduling kickoffs, data deadlines and training calls.
- Migrate unit, lease and resident data from Excel templates, with data validation catching 95% of errors before go-live.
- Track task status in Salesforce and log configuration bugs in Jira, updating consultants on fixes every day.
- Run basic SQL checks on 60 imported rent ledgers a month and flag mismatches to the senior consultant.

Leasing Assistant

09/2023 - 07/2025

Desert Ridge Apartment Group — Tempe, AZ

Part-time role at a 3-property apartment operator while in college.

- Processed 300+ lease renewals a year in property software, keeping files complete for audits.
- Answered 40 resident calls and emails a day on rent, maintenance and move-in questions.
- Built a Microsoft Office move-in tracker for 120 units that the property manager adopted at all 3 sites.
- Prepared weekly occupancy reports in Excel for the regional manager's Monday review.

SKILLS

Excel

Data Validation

Customer Onboarding

Salesforce

Jira

SQL

Microsoft Office

Project Coordination

Attention to Detail

Proactive

EDUCATION

Bachelor of Science

05/2025

Arizona State University

Tempe, AZ

Business Data Analytics