Courtney Ramsey

LEASE UP SPECIALIST

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Summary

Lease up specialist with 5 years in multifamily leasing, the last 3 opening new communities across Central Texas. Has taken 4 properties from first move-in to 95% occupancy, averaging 28 leases a month at each site, and builds sales plans, pricing reviews, marketing outreach and customer service standards for new teams.

Skills

- Sales
- Customer Service
- Entrata
- Revenue Management Software
- Fair Housing
- Property Tours
- Marketing Outreach
- Excel
- Team Training
- Communication Skills

Experience

Lease Up Specialist 03/2023 - Present

Hill Country Living Group Austin, TX

Third-party property management company opening 5 to 8 new communities a year in Texas.

- Drive 4 new communities totaling 1,250 units to 95% occupancy in an average of **11** months.
- Hire and train on-site teams of 3 to 5 leasing consultants at each property before opening day.
- Review rents weekly with owners in revenue management software, holding concessions to 6 weeks free or less.
- Build marketing outreach with 40 local employers and apartment locators, sourcing 20% of signed leases.

Leasing Consultant 06/2021 - 02/2023

Shoal Creek Apartments Austin, TX

New-construction community with 320 units in its first year of leasing.

- Achieved 18 leases a month during the lease-up, the highest count on a 4-person team.
- Conducted hard-hat and model-unit property tours for about 70 prospects a month.
- Processed applications in Entrata with Fair Housing screening criteria applied to every file.
- Tracked leads and follow-ups in Excel and the CRM, cutting average response time to under 1 hour.

Education

Bachelor of Business Administration 05/2021

Texas State University San Marcos, TX

Marketing

Certificates

Certified Apartment Leasing Professional (CALP)

National Apartment Association

11/2022