

Derek Ochoa

Leasing Agent

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SUMMARY

Leasing agent with 2 years in apartment leasing and 2 years in call center customer service. Handles the full leasing cycle at a 410-unit Tampa community, from first inquiry and tour to move-in and renewal, using Entrata property management software and Excel. Works independently on weekend shifts and keeps every step within Fair Housing law.

EXPERIENCE

Leasing Agent 09/2024 - Present
Harbor Palms Apartments Tampa, FL

Resort-style community with 410 units and a 95% occupancy target.

- Manage about **60** leads a week across phone, email and website chat in Entrata, booking 20 tours from them.
- Guide prospects through tours, applications and background checks, signing 12 leases in a typical month.
- Coordinate 25 move-ins a month, including unit inspections, keys, utility checklists and first rent collection.
- Track renewal offers in Excel, reaching a 58% renewal rate on last year's lease expirations.

Customer Service Representative 06/2022 - 08/2024
Suncoast Cable & Internet Tampa, FL

Regional internet and cable provider with 180,000 customers and a 300-seat call center.

- Resolved 70 billing and service calls a day with a 91% first-call resolution rate.
- Retained 40 customers a month who called to cancel, using sales offers on plan changes.
- Documented every call in the CRM and opened about 15 service tickets a day for field technicians.
- Achieved top-5 quality scores on a 40-person team for 6 straight months and coached 3 new hires.

SKILLS

- Leasing
- Customer Service
- Sales
- Property Management Software
- Entrata
- Fair Housing
- Excel
- Outlook
- Time Management Skills
- Communication Skills

EDUCATION

Associate of Arts
Hillsborough Community College
General Studies
Tampa, FL
05/2022

CERTIFICATES

Fair Housing Certificate
Florida Apartment Association
11/2024