

Jasmine Whitaker

Leasing Assistant

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SUMMARY

Leasing assistant with 3 years of front-line customer service, now supporting a 312-unit apartment community in Houston. Answers phone, email and walk-in leads, conducts property tours, handles application processing in Yardi and keeps resident files audit-ready under Fair Housing rules. Bilingual in English and Spanish.

EDUCATION

Associate of Applied Science 05/2023
Houston Community College Houston, TX
Business Administration

EXPERIENCE

Leasing Assistant 01/2025 - Present
Bayou Crest Apartments Houston, TX
Garden-style community with 312 units managed by a regional property management firm.

- Respond to about **45** phone, Outlook email and walk-in leads a week, booking most tours the same day.
- Conduct 12 property tours a week and convert 30% of visitors into submitted applications.
- Process rental applications and background checks in Yardi, keeping approval turnaround under 48 hours.
- Maintain 300+ resident files and lease documents, with zero missing items at the last quarterly audit.

Front Desk Associate 06/2023 - 12/2024
Westchase Suites Hotel Houston, TX
Business hotel with 120 rooms near the Energy Corridor.

- Checked in about 60 guests a shift and resolved billing and room issues at the desk.
- Balanced cash and card payments of up to \$8,000 a shift with no drawer variances in 18 months.
- Achieved a 4.7 out of 5 guest service score across 900 post-stay surveys.
- Updated 50 reservations a day in the hotel system and sent nightly Excel occupancy reports to managers.

SKILLS

Customer Service • Property Tours • Yardi • Application Processing • Fair Housing
Microsoft Office • Excel • Outlook • Communication Skills • Organizational Skills

CERTIFICATES

Fair Housing Training Certificate
Texas Apartment Association
02/2025