

RENEE CASTILLO

LEASING MANAGER

CONTACT

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🏠 Charlotte, NC

🌐 linkedin.com/in/reneecas
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SKILLS

- Leasing
- Property Management
- Yardi
- Property Management Software
- Sales
- Customer Service
- Fair Housing
- Excel
- Microsoft Office
- Self-Motivated

EDUCATION

Bachelor of Science

05/2016

University of North Carolina
at Charlotte

Charlotte, NC

Business Administration

CERTIFICATES

Certified Apartment Leasing Professional (CALP)

05/2017

National Apartment
Association

Certified Apartment Manager (CAM)

08/2023

National Apartment
Association

SUMMARY

Leasing manager with 10 years in multifamily leasing, now running a 5-person leasing team at a 620-unit Charlotte community held at 95% occupancy. Sets weekly sales goals, manages marketing spend and Yardi reporting, and coaches staff on customer service and Fair Housing compliance. Self-motivated and comfortable owning the numbers owners review each month.

EXPERIENCE

Leasing Manager

01/2022 - Present

South End Park Residences

Charlotte, NC

Luxury community with 620 units run by a national property management firm.

- Direct a team of 5 leasing consultants that signs about 45 new leases a month.
- Maintain occupancy at 95% or higher for 18 straight months while raising average rent 4.5%.
- Manage a \$120K yearly marketing budget across listing sites, events and locators, cutting cost per lease 22%.
- Coach staff weekly on tours and Fair Housing, with the whole team passing yearly compliance training.

Senior Leasing Consultant

03/2019 - 12/2021

Ballantyne Commons Apartments

Charlotte, NC

Garden-style community with 400 units.

- Generated 16 leases a month and led the team in renewals for 2 straight years.
- Trained 6 new consultants on property management software, tours and lease paperwork.
- Compiled weekly traffic and conversion reports in Excel for the property manager.

Leasing Consultant

07/2016 - 02/2019

University City Flats

Charlotte, NC

Community with 300 units near a large university campus.

- Converted 29% of tours to leases during 2 busy summer leasing seasons.
- Processed about 400 applications a year in Microsoft Office and the leasing system.
- Resolved resident service requests with maintenance, closing 90% within 48 hours.