

# Kayla Simmons

## Leasing Professional

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### SKILLS

Customer Service

Sales

Property Management

Property Management

Software

Fair Housing      Excel

Word      Outlook

Positive Attitude

Professionalism

### EDUCATION

#### Associate of Arts

05/2023

Community College of  
Denver

Denver, CO

Business

### CERTIFICATES

#### Fair Housing Certification

Apartment Association of  
Metro Denver

06/2025

### SUMMARY

Leasing professional at a 350-unit Denver community with 1.5 years in leasing and 2 years in restaurant service before that. Brings a positive attitude and steady sales follow-up to every prospect, leases about 10 apartments a month and keeps paperwork in Word, Excel and property management software accurate and on time.

### EXPERIENCE

#### Leasing Professional

04/2025 - Present

Riverfront Commons Apartments

Denver, CO

*Urban community with 350 units, a rooftop deck and a 6-person on-site team.*

- Achieve a **28%** tour-to-lease rate, about 10 new leases a month, beating the goal in 7 of 9 months.
- Conduct in-person and virtual tours for 40 prospects a month, following Fair Housing rules on every visit.
- Respond to online leads within 15 minutes using Outlook templates and a shared customer service script.
- Plan 4 resident events a year with the property management team, lifting renewal survey scores 12%.

#### Server

03/2023 - 03/2025

Larimer Street Kitchen

Denver, CO

*Full-service restaurant seating 140 guests.*

- Delivered table service to about 60 guests a shift with average checks 8% above the team average.
- Trained 6 new servers on the menu, the POS system and the opening checklist.
- Resolved guest complaints at the table and was named in 35 positive online reviews.
- Processed up to \$3,500 a night in card and cash payments with no closing errors.