

Andre Fontaine

Leasing Specialist

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SUMMARY

Leasing specialist with 5 years in multifamily leasing, now handling sales and renewals for a 460-unit Nashville community at 96% occupancy. Strong in customer service, Fair Housing compliance, Yardi and Microsoft Office, and trains new leasing staff on tours, applications and property management software.

SKILLS

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|--------------------------------|--------------------|------------|
| • Customer Service | • Yardi | • Excel |
| • Sales | • Fair Housing | • Teamwork |
| • Property Management | • Lease Renewals | |
| • Property Management Software | • Microsoft Office | |

EXPERIENCE

Leasing Specialist	04/2023 – Present
Riverbend Station Apartments	Nashville, TN

Mid-rise community with 460 units owned by a regional real estate investment firm.

- Generate about **15** new leases a month at a 35% tour-to-lease conversion rate.
- Increased lease renewals from 52% to 61% by starting resident outreach 120 days before expiration.
- Train 4 new leasing consultants on tours, Yardi applications and Fair Housing guidelines.
- Review 30 lease files a month for signatures, deposits and income documents, tracking gaps in Excel.

Leasing Consultant	06/2021 – 03/2023
Brentwood Hills Apartments	Brentwood, TN

Garden-style community with 240 units.

- Converted 30% of tours to leases and averaged 9 leases a month.
- Resolved resident requests and work-order follow-ups for 240 households within 24 hours.
- Collected rent and recorded payments in property management software, keeping delinquency under 2%.
- Organized 6 resident events a year through teamwork with maintenance, raising survey scores to 4.5 of 5.

EDUCATION

Bachelor of Business Administration	05/2021
Tennessee State University	Nashville, TN
Marketing	

CERTIFICATES

Certified Apartment Leasing Professional (CALP)
National Apartment Association
09/2022