

Lucia Herrera

// Occupancy Specialist

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> SUMMARY

Occupancy specialist with 5 years in affordable housing, including 3 certifying residents at LIHTC and HUD Section 8 communities with 520 units. Completes income certifications, file reviews and EIV checks with close attention to detail, with zero findings in 2 agency inspections. Holds the COS and TCS credentials.

> SKILLS

- LIHTC • Income Certification • HUD Section 8 • EIV • Yardi • Excel • Microsoft Office • Fair Housing
- Customer Service • Attention to Detail

> EXPERIENCE

Occupancy Specialist

09/2023 - Present

Valley Oak Housing Partners

Sacramento, CA

Nonprofit affordable housing owner with 6 LIHTC and Section 8 communities totaling 520 units.

- Complete about **45** move-in and annual income certifications a month under LIHTC and HUD rules.
- Calculate household income and assets from pay stubs, benefit letters and bank statements in Excel worksheets.
- Monitor EIV income reports monthly and resolve every discrepancy within 30 days.
- Maintain waitlists of 1,300 applicants and send notices that keep vacant units under 2%.

Leasing Consultant

06/2021 - 08/2023

Sierra Gardens Apartments

Elk Grove, CA

Mixed-income community with 210 units, including 84 tax credit units.

- Processed 30 applications a month, verifying income eligibility for tax credit units before approval.
- Delivered customer service to 210 households, resolving rent and maintenance questions in person and by phone.
- Collected rent and entered payments in Yardi, keeping delinquency below 3%.
- Organized resident files for 84 tax credit units ahead of a state compliance audit that found no issues.

> EDUCATION

Associate of Arts

05/2021

American River College

Sacramento, CA

Business Administration

> CERTIFICATES

Certified Occupancy Specialist (COS)

03/2024

National Center for Housing Management

Tax Credit Specialist (TCS)

10/2024

National Affordable Housing Management Association