

Danielle Brooks

PROPERTY MANAGER

📍 Charlotte, NC
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Certificates

Certified Apartment Manager (CAM)

National Apartment Association
09/2023

Skills

Property Management
Property Management Software
Yardi Voyager • Budgeting
Microsoft Excel • Microsoft Outlook
Fair Housing Compliance
Lease Administration
Customer Service • Leadership

Summary

Property manager with 6 years in multifamily housing, now running a 284-unit community in Charlotte with a team of 7. Strong in property management software, budgeting and fair housing compliance, with occupancy held at 96% or higher for 10 straight quarters. Communicates clearly in writing and in person with residents, owners and vendors.

Experience

Property Manager 03/2023 - Present
Kingsridge Residential Partners Charlotte, NC

Manage a 284-unit garden-style community for a regional multifamily owner.

- Lead a team of 7 leasing and maintenance staff, holding occupancy at **96%** or higher for 10 straight quarters.
- Build and track the \$2.4M annual operating budget in Microsoft Excel, finishing 2025 at 3% under plan.
- Track every resident concern in the property management software and resolve 90% within 24 hours.
- Conduct monthly property inspections with the maintenance supervisor and close 95% of work orders within 48 hours.

Assistant Property Manager 07/2021 - 02/2023
Summit Lane Apartments Charlotte, NC

Supported a 190-unit community owned by a private real estate fund.

- Collected rent from 190 households and cut delinquency from 6.1% to **2.4%** within one year.
- Prepared renewals, move-in files and lease administration records, passing two owner audits with zero findings.
- Trained 3 new leasing agents on fair housing compliance and resident screening criteria.
- Reconciled monthly vendor invoices in Excel and sent variance notes to the property manager.

Leasing Consultant 08/2020 - 06/2021
Ballantyne Commons Charlotte, NC

Leasing role at a 320-unit apartment community.

- Toured 25+ prospects a week and signed **110** new leases in 10 months, ranking first of 4 agents.
- Answered resident calls and Microsoft Outlook emails with prompt customer service, replying within 2 hours.
- Processed rental applications and credit screenings against the written resident selection criteria.

Education

Bachelor of Science in Business Administration 05/2020
University of North Carolina at Charlotte Charlotte, NC
Management