VICTOR NGUYEN

SENIOR LEASING CONSULTANT

CONTACT

victor.nguyen@email.com
(619) 555-0131
San Diego, CA
linkedin.com/in/victornguyen

SUMMARY

Senior leasing consultant with 7 years in apartment leasing, now the top producer on a 6-person team at a 540-unit San Diego community. Delivers strong customer service and sales results, averaging 18 leases a month, trains new consultants on Yardi and Fair Housing rules, and covers the office when the leasing manager is out.

SKILLS

- Customer Service
- Sales
- Yardi
- Property Management Software
- Fair Housing
- Lease Renewals
- Resident Retention
- Excel
- Microsoft Office
- Communication Skills

EDUCATION

Bachelor of Arts

05/2019
San Diego State University
San Diego, CA
Communication

CERTIFICATES

Certified Apartment Leasing Professional (CALP)

10/2020
National Apartment Association

EXPERIENCE

Senior Leasing Consultant 02/2023 - Present

Pacific Crest Apartments — San Diego, CA

Luxury mid-rise community with 540 units and a 6-person leasing team.

- Generate about **18** new leases a month at a 38% tour-to-lease rate, the highest on the team.
- Train each new leasing consultant on tours, Yardi workflows and Fair Housing, onboarding 7 hires since 2023.
- Negotiate lease renewals with about 40 residents a month, holding the renewal rate at 64%.
- Resolve escalated resident concerns within 24 hours, lifting online review ratings from 3.9 to 4.4 stars.

Leasing Consultant 08/2019 - 01/2023

Otay Ranch Commons — Chula Vista, CA

Garden-style community with 380 units.

- Converted 31% of tours to leases and averaged 12 leases a month.
- Collected deposits and processed move-in paperwork for about 15 households a month.
- Updated unit availability and pricing on 5 listing sites each morning from an Excel rent sheet.
- Planned resident retention events each quarter that kept annual turnover under 45%.