

Property Manager adept at overseeing staff and maintenance teams and acting as liaison between residents and board members. Successful background managing large, multi-family complexes of over 175 units. Exceptional record of maintaining profitability through positive resident relations and cost controls. Communicative with top-level skills in customer service and administration. Organizes inspections, supervises issue resolution, and delivers exceptional managing role. Remains calm and professional in stressful environments.

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## Work History

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### Property Manager (2021-06 - Present)

*Bay Management Group, Annandale, Virginia*

- Work collaboratively with multiple constituents to resolve and de-escalate potential issues that may occur.
- Manage all aspects of an assigned property portfolio of approximately 150-175 doors.
- Communicate effectively between and on behalf of multiple constituents, including property owners, tenants, regulatory bodies, vendors, staff members and others.
- Troubleshoot issues and work orders on behalf of tenants and owners.
- Lead and coordinate the turn process for properties that are vacant and being prepared for new tenants, including cleaning, maintenance, compliance, and property preparation.
- Process moves outs for security deposit reimbursement.
- Complete administrative tasks related to tracking and documenting work.
- Active involvement in lease renewal process.

### Property Manager (2018-04 – 2021-04)

*PMI of Greater Boston, Woburn, Massachusetts*

- Oversees the management of project developments for commercial properties. Responded to all Common Area Maintenance (CAM) inquiries.
- Responded to messages and inquiries from various parties and used well-developed active listening and open-ended questioning skills to promote quick issue resolution.
- In charge of communications with clients and vendors via phone and email/ administrative task.
- Established strong, professional relationships with residents by promoting team collaboration and delivering exemplary service.
- Prepares annual meeting documents, presentations and minutes of the meeting.
- Collected and maintained careful records of rental payments and payment dates.
- Maintained operational facilities attractive to potential tenants by organizing regular maintenance, major repairs and capital improvement projects.
- Handled tenant complaints promptly and appropriately, calling in repairmen and other support services as needed.
- Decreased operating costs by implementing cost control

## RANETTE DANGOY, DIT

Property Manager and QuickBooks Online Specialist. Accounts and Financial Specialist. Customer Service and Technical Support.

### Contact

- Bago Aplaya, Talomo Davao City, DAS, 8000
- +63 945 4454183
- dangoyranette@gmail.com

### Skills

- Project and Management
- Financial Statement Expertise: Strong analytical and financial reporting skills.
- Bookkeeping
- Organization and Time Management
- Administrative Tasks
- Customer Services: Interpersonal and Communication
- Proficient in numerous accounting software programs (including enterprise level)
- Budgeting
- Planning and Coordination

### Language

- English - Fluent
- Japanese - Conversational

procedures.

- Kept records accurate, detailed and fully compliant with
- reporting requirements to meet all state, local and federal
- housing requirements.
- Developed, reviewed and submitted property operating and capital budgets.
- Analyzed and evaluated monthly and quarterly financial statements.
- Cash management operations including creation and input of forecast data in cash management system and responsibility for cash positioning.
- Reviewed and filed financial documents, coded accounting entries for data processing and posted daily receipts and payments in accordance with all corporate protocols.
- Diminished financial discrepancies and managed monetary transactions, including deposits and credit card transactions by expertly documenting expenses, monitoring income, handling bank deposits and managing statements.
- Reported financial data and updated financial records in ledgers and journals.
- Increased customer satisfaction by filing taxes effectively and resolving issues promptly.
- Maintained account accuracy by reviewing and reconciling checks monthly.
- Complied with all established policies and performed bank reconciliations, accounts payable/receivable, invoicing, billing, collections, balance records, vendor payments and profit and loss statements.

- **Bookkeeper** (2018-08 – 2020-10)

- *London Foster LLC, Miami Beach, Florida*
- Prepares and produce financial statements and
- reconciling reports (bank accounts),
- Reviews lease of contract, HUD and disbursements.

- **Accounting Specialist** (2014-01 – 2016-01)

- *Pag-IBIG Fund, Davao, Philippines*
- Daily entry of accounting transactions.
- Reconciliations on daily bank accounts that consisted of errors.
- Monthly financial summaries and reports.
- Ensured compliance with all regulatory reporting requirements.
- Customer support services.
- Reviewed account activity to assess financial status and evaluate discrepancies.
- Prepared timely and accurate daily and monthly reports.

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## Education

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2008-06 - 2013 - 03 - Bachelor of Science in Accountancy  
*Holy Cross of Davao College*

2019 - 06 - 2019 - 11 - Bachelor of Secondary Education Major in  
Social Studies  
*Davao Central College*

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## Certifications

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1. Diplomat in Taxation – Certified Accounting Technicians of the Philippines