**OBJECTIVE:** Excellent organizer and communicator with the ability to project and elicit interest, enthusiasm and energy, using a common sense approach. Over 7 years professional experience.

**EMPLOYMENT**

Move-In Coordinator

May 2015 - Dec 2015 Related Management, New York, N.Y.

* Coordinated and confirmed new residents move to Riverwalk Point. Updated move-in schedule and informed all managers about updates on a daily basis. Resolved service problems by clarifying the new resident and tenant complaint; determined the cause of the problem; selected and explained the best solution to solve the problem; expedited the correction or adjustment; followed up to ensure resolution.
* Helped organized, “Housewarming Parties” for new residents. Prepared new residents apartments with personalized move-in gift. Processed and tracked expense reports and reimbursements. Provided core Administrative Support for the Management Office: generated letters, memorandums, and presentations. Entered Electronic Funds payments: Bank Account and credit card information for rent payments and amenities charges.

Customer Service Associate

Nov 2008 - April 2015Core Staffing New York, NY

Work Assignments: Archstone Community, Equity Residential and Avalon Bay Communities Inc.

* Provided high quality client services at luxury residential management companies. Responsible for managing company’s calendar using Microsoft Outlook, scheduled reservations and appointments for resident’s move-ins and outs.
* Regulated communications with prospects, tenants, and internal and external staff. Including filing complaints and maintenance service requests, preparation of leases, correspondence and deliveries.

**INTERNSHIP**

April 2015 - July 2015 Tojary Group, LLC

Graphic design/retail package design Initiatives.Created drafts and developed final retail package with Adobe InDesign. Met job deadlines assigned.

**VOLUNTEER WORK**

January 2015 - Present

* World Changers Church, Bronx, NY, Media Department.

Assisting bi-weekly with task in television production. Observing techniques in video editing and pre-production of testimony recordings, and commercials for church. Camera operation and service illustrations.

**EDUCATION**

Fall 2012 - Fall 2014 The City College of New York - BA in Art, Digital Design Concentration.

Fall 2009 - Fall 2011 Bronx Community College - AAS Digital Arts/Graphic Design.

**QUALIFICATIONS**

Technical Skills

* + - * Proficient in Microsoft Office: Word, Excel, Power Point and Outlook, Adobe CS5: Illustrator, Photoshop, InDesign, Dreamweaver, and After Effects, CorelDraw, Final Cut Pro and JEdit: HTML and CSS, and Keynote Presenter.

Creative Abilities

* + - * Accomplished digital illustrator that can draw as well. Typographer and layout designer, painter, sculptor, photographer, videographer and experience in studio photography and lighting.

Key Skills

* + - * Team player, client friendly, detailed oriented, leadership, strong work ethics, dependable, analytical, interpersonal, oral and written communication skills and project management.

**LinkedIn:** [www.linkedin.com/pub/renore-silverio/45/80a/229/](http://www.linkedin.com/pub/renore-silverio/45/80a/229/)