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What's the one thing other than location that will make any business profitable.
"Customer service!" I work by one rule and it is; that some time the customer
is not always right , but they are ALWAYS the customer.

AREA OF EXPERTISE

Sales – Telephone and On-Site
Accounting/Recordkeeping
Longevity
Security Procedures
Strong computer skills

Maintenance experience
Strong customer service skills
Bi-Lingual (English/Spanish)
High marketing skills
Self storage back round

Royal Oak MHP
Property Manager

December 2007- December2008

Created new updated flyers; which helped raise interest in property by 50%
Sold 25 mobile homes; which raised occupancy by 20% during a slow housing market
Advised upper management of importance of having longer office hours 2 days out of
the week and being open on Saturdays; which reduced delinquency there fore reducing
the amount of time spent processing and delivering late notices.
Maintained tenant files and updated contact information, doing this saved company time
when it was necessary to start the evction process.
Processed various daily, weekly and monthly reports; completing all in a timely manner
and was complemented on a regular basis for having all paper work in before it was
required.

South Watt Self Storage
Property Manager

February 2007 – December 2007

Played a vital part in set up and opening of new property
Helped raise occupancy up to 15%; by aggressively marketing the new facility,
through flyers and special promotions.
Achieve higher revenue through outsides sources (i.e. U-haul,
e-bay, and merchandise); which made company an addition \$5K a month
Implemented a pre-pay and auto pay promotion; which cause a 0% delinquency
Researched various merchandize vendors; saving company over \$400 on merchandise
on a monthly basis
Company was sold only after 10 months due to financial difficulties, new company didn't
want to renew my contract.

Tulare Mini Storage

September 2005 – January 2007

Property Manager

Managed a 1200+ unit facility as a single manager working 12 hr days

Continually maintained company goals on merchandise sales; even in slow months through add on sales and suggestions

Kept occupancy up even during slow months through special discounts for pre-paying or on referrals

Central Self Storage

November 2001 – September 2005

Property Manager

Turned around run down property; through strong customer service, new promotions and facility beautification

Lowered delinquency to company standards of 10%; by aggressively collecting all over due rents and settling with tenant ready for auction.

Raised occupancy to facility high of 90%; through special promotions, exceptional customer service and aggressive marketing.

Brought up facility profits to company high of \$65k a month; this was accomplished by collecting all rents through invoices, per-pays and auto pay as well as collection calls prior to tenant being late.

Was nominated for Manager of the Year on my first year and having been there only 11 months as well was promoted to a new larger facility