

# NATALIE MILLER

**PROFESSIONAL SUMMARY** Self-motivated Accounts Receivable, Residential Property Manager, offering a strong work ethic and exceptional people skills. Versed in Buildium Software and payroll management. Ambitious team player specializing in leasing, sales, executing business plans to meet company objectives, who desires a challenging role within your company.

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**EXPERIENCE**      **RESIDENT PROPERTY MANAGER**      **RIEDMAN PROPERTIES - EP I, LLC**      **NOVEMBER 2018 – CURRENT**

Manage a multifamily portfolio consisting of 7 apartment communities totaling 1,088 units and 305 self storage units. Handle weekly payroll processing, recruitment of the right personnel, review and approve all facilities invoices, oversee property renovation, repair and maintenance. Responsible for cost control and delinquency, weekly traffic and occupancy reporting, determine increases in unit pricing to be in line with current market rent, with strong focus on collection of rent, to achieve a target goal of 100% occupancy rate.

**ACCOUNTS RECEIVABLE / PAYROLL**      **PASTORE BROTHERS BUILDERS**      **OCTOBER 2017 – NOVEMBER 2018**

Responsible for handling a broad scope of processes surrounding the daily management of billings, customer payments both electronic and manual, preparing deposits, general ledger, prepaid rent liability and monthly reporting with a focus on accounts receivable functions.

- Interfaced with customers routinely to bring accounts current with balances over five days past due to resolve delinquencies and decrease aging A/R.
- Managed weekly payroll for over 30 employees. Ensured the proper processing of wage garnishments, which included child support and loan repayments to 401K.
- Onboard new employees in the time reporting, payroll aspects and enrollment in 401K.

**MANAGER STORE N LOCK / LEASING AGENT**      **PASTORE BROTHERS BUILDERS**      **SEPTEMBER 2010 – DECEMBER 2017**

Received, recorded, banked daily payments and maintained record of transactions and maintenance for 305 storage units. Assisted in scheduling and turn overs of apartment rentals.

- Generated and monitored invoices. Routinely contacted delinquent customers to set up repayment plans.
- Handled monthly payment of sales and use tax.
- Trained and managed employees to ensure productivity, coverage and high-quality work results.
- Provided leasing assistance and performed duties of a rental agent to 1088 properties.
- Increased monthly revenue substantially, by freeing up over 50 occupied units used free of charge.

**LEASING AGENT**      **PASTORE BROTHERS BUILDERS**      **MARCH 2000 – SEPTEMBER 2010**

Leasing consultant to a large, multi-site property portfolio of 1100 rentals. Duties included showing prospective renters, processing applications, accepting payments, monthly lease renewals, assisted maintenance team by changing locks and key production at turnover, handling tenant-landlord business on a variety of levels.

- Maintained a positive image reflecting the company and provided exceptional customer service.
- Assisted Manager in various duties such as purchase orders and writing letters to deal with conflicts.

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**MEMBERSHIPS**      **PENNSYLVANIA ASSOCIATION OF NOTARIES**      **COMMISSIONED NOTARY**      **EFFECTIVE MAY 2016 – MAY 2020**

**ACHIEVEMENTS** Maintained accurate cash/electronic accounts while streamlining processes for recording prepayments and handling delinquent accounts. Proudful for building peer and tenant relationships and being a loyal, long term employee.

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