

OBJECTIVE

Motivated and experienced customer service and management professional currently pursuing a degree and additional certifications to enhance leadership and team management skills. Seeking a remote position that supports continued growth, learning, and meaningful contribution. Known for delivering excellent service, managing teams effectively, and fostering positive work environments. Eager to apply and expand knowledge in a dynamic, collaborative setting while balancing academic and professional development.

CONTACT

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EDUCATION

BRADWELL INSTITUTE, DIPLOMA
2010.

SAINT LEO UNIVERSITY,
ASSOCIATES/BUSINESS MANAGEMENT
2014

GEORGIA STATE UNIVERSITY,
ASSOCIATES/SOCIAL WORK **2026**

Linnea Mason-Allen

MANAGEMENT/CUSTOMER SERVICE

I am result-driven and customer-focused professional with over 10 years of experience in customer service and team management across fast-paced, high-volume environments. Proven track record of enhancing customer satisfaction, resolving complex issues efficiently, and leading teams to exceed performance targets. Skilled in coaching, process improvement, conflict resolution, and implementing service standards that drive customer loyalty. Adept at balancing customer needs with business objectives to ensure operational success and superior customer experience. Committed to fostering a positive team culture and continuous improvement.

EXPERIENCE

COMMERCIAL PROPERTY MANAGER MORNINGSTAR
STORAGE
MAY 2022-CURRENT

Oversee the day-to-day operations of both office and property, utilizing tools like Concur, SiteLink, and StorLogix to ensure seamless workflow and operational efficiency. Lead staff training on company policies, procedures, and daily responsibilities to maintain consistency and performance excellence across the team. Monitor and analyze key business metrics, including weekly and monthly reports, while reviewing the annual budget to support strategic decision-making. Serve as the primary point of contact for customer inquiries via phone, email, and digital lead platforms, delivering timely and personalized responses. Craft memorable customer experiences by providing exceptional service and building strong, lasting rapport with clients. Plan and facilitate monthly staff meetings and individual check-ins to encourage team development, communication, and alignment of their goals, their needs and translate them into effective design solutions.

HOUSING SPECIALIST (CONTRACT POSITION) APEX SYSTEMS

Jun 2021 – Jan 2022

SKILLS

- Typing
- Management
- Property Management (10 years)
- Sales
- Leadership
- Time management
- Microsoft Outlook (10+ years)
- Property Leasing
- Marketing
- Data entry
- Customer service
- Case Management (2 years)
- Phone etiquette
- Exceptional Computer skills
- Yardi (5 years)
- Section 8
- Payroll (5 years)
- Office Management (5 years)
- Communication skills

Assessed applicant eligibility for a range of government-funded housing programs, including Public Housing, Section 8, Disaster Housing Assistance Program (DHAP), and Emergency Rental Assistance Program (ERAP). Collected and verified tenant documentation to ensure household and income information met program requirements and compliance standards. Entered and maintained accurate data in Nan McKay CSR and DocuPhase systems to generate housing contracts and calculate tenant rent portions. Facilitated contract signings between landlords and tenants, ensuring clear communication and understanding of program terms. Maintained organized, audit-ready files and documentation to support quality control and regulatory compliance

PPP LOAN SPECIALIST (CONTRACT POSITION) SECTION 8 HOUSING/FARGO, INDIANA

Jan 2021 – May 2021

Played a key role in the processing of Paycheck Protection Program (PPP) loan applications by conducting thorough reviews and verification of applicant information. Utilized LexisNexis and BCDMS systems to authenticate business identities and validate supporting documentation. Reviewed submitted applications for accuracy, ensuring business names, ownership details, and financial information met program eligibility requirements. Maintained a high level of accuracy and compliance in a fast-paced, deadline-driven environment.

ASSISTANT PROPERTY MANAGER ARCAN CAPITAL

Sep 2019 - Jan 2021

Support day-to-day operations of residential or commercial properties, working closely with the Property Manager to ensure smooth and efficient management. Assist with leasing activities, including showing units, screening applicants, processing lease agreements, and coordinating move-ins and move-outs. Handle tenant relations by responding promptly to maintenance requests, resolving concerns, and fostering positive community relationships. Maintain accurate records of rent payments, lease documentation, inspections, and property maintenance using property management software. Coordinate with vendors, contractors, and maintenance staff to ensure timely and cost-effective completion of work orders and property improvements. Conduct regular property inspections to ensure compliance with safety standards, lease terms, and cleanliness expectations. Support budgeting, financial reporting, and rent collection efforts to help meet occupancy and revenue goals. Enforce property rules and policies in accordance with company guidelines and local regulations.

