

# Jasmine Abrum

Customer Service Representative

**Phone Number** (901) 569-2311

**Email** jasmineabrum@gmail.com

**Address** Memphis, TN 38109

*Ambitious leader with proven track record in property management, combining articulate communication skills with proactive approach to driving success and fostering strong tenant relationships. Highly enterprising and dedicated to creating outstanding residential and commercial environments through effective team coordination and strategic planning.*

*Highly organized and results-driven professional with experience in property management, skilled at overseeing daily operations, tenant relations, and maintenance coordination. Possesses solid work ethic, ensuring timely completion of tasks with minimal errors and maintaining meticulous records for financial and operational audits.*

## SKILLS

- Exceptional oral and written communication skills
- Property tours and inspections
- Payment collection
- Quality management
- Staff management
- Property management
- Tenant relations
- Customer service-focused
- Quality control analysis
- Strategic planning

## EXPERIENCE

### Property Manager

*Minimall Storage, Memphis, Tn*

*Nov 2024 - Present*

- Managed daily administrative tasks, including tenant relations and rent collections.
- Provided customer service support by responding promptly to inquiries or requests from tenants.
- Investigated complaints, disturbances and violations and resolved issues.
- Maintained accurate records of all tenant information including contact details and payment history.
- Conducted regular walk-throughs of vacant units prior to move-in date for cleaning and maintenance purposes.
- Coordinated tenant move-in and out process and orientated new tenants to property.

### Property Manager

*Citizen Storage, Memphis, Tn*

*Jan 2022 - Nov 2024*

- Developed and maintained positive relationships with tenants to ensure satisfaction with living conditions.
- Conducted regular property inspections to identify potential maintenance issues.
- Developed and maintained professional relationships with residents, community and owners.
- Organized financial records related to budgeting, accounting, and auditing procedures.
- Directed collection of monthly rental fees and monitored past due accounts.

### Assistant Manager/Customer Service Rep

*U-Haul Moving & Storage, Memphis, Tn*

*Sep 2016 - Oct 2022*

- Trained new employees in product knowledge, customer service protocols, cash handling procedures, and safety regulations.
- Resolved customer complaints quickly and effectively while maintaining a high level of professionalism.

- Helped oversee the daily operations of the store, managing staff and inventory.
- Resolved customer complaints and handled refunds and returns to promote satisfaction.
- Managed daily operations of the store, including scheduling staff, assigning tasks, and overseeing inventory control processes.
- Coached and mentored new employees on company policies and procedures.

## EDUCATION

### **Associates's degree in Business Management**

*Southwest Community College, Memphis*

*Aug 2013 Aug 2013*

### **High School Diploma**

*Melrose High, Memphis*

*May 2010 May 2010*

## LANGUAGES

### **English**

*Fluent*