

ANGELICA MANER

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BUSINESS PROFESSIONAL

Real Estate & Hospitality Management & Marketing Design

Creative, Organized, and Motivated Professional with 10+ years of combined working experience handling a range of responsibilities with utmost accuracy and effectiveness, is well-versed in providing remarkable real estate services and possesses a hands-on experience combined with a unique approach to business management. Personable and Forward-Thinking individual manifests profound knowledge in Leasing, Vacation Rental Property Management, Residential Sales, Photography and Marketing Design. Candidate is actively looking for a challenging role where further professional growth can be achieved within a dynamic and progressive company. Eager to leverage extensive professional experience, as well as acquired negotiation, adaptability, self-reliance, planning and organizational skills gained through traveling and spending time in 44 American States, Central America and the Caribbean.

Outgoing Manager establishes rapport easily through exceptional interpersonal and active listening skills, and has the natural ability to develop and adapt to new policies, procedures and technology quickly. Effectively contributes towards organizational success, professionally deals with increased challenges and responsibilities, and thrives in demanding, fast-paced environments.

- ✦ Resourceful & Detail-oriented Problem Solver
- ✦ Adept in Organization & Multitasking
- ✦ Customer Service & Relationship Management
- ✦ Skillful Communicator & Negotiator
- ✦ Proficient Social & Interpersonal Abilities
- ✦ Real Estate & Operations Management

CAREER HISTORY

Experiencelt Lodge

Mar 2017 – May 2017

Interim Manager

Moab, UT

- ✦ **Rebranded and reimaged the hotel identity**, set up and managed online social media and marketing outlets to foster engagement with interested client base and to spread marketing and public relations regarding the newly renovated rooms.
- ✦ Facilitated the day to day operations through the entire hotel sale process, ownership transition, renovation projects, and the grand opening month; worked closely with the Chief Engineer during renovations to ensure budget accuracy and deadlines.
- ✦ Oversaw relocation of guests during renovation and construction, including 170 corporate required cancellations, ensuring the guests were accommodated accordingly; recognized as the liaison for old and new management and employees throughout the time period.
- ✦ Assumed responsibility for operations, sales, revenue management, team-building for quality and service training, renovations, and brand/ownership relations; Negotiated with vendors, consumers and various billing accounts; helped prepare forecasts and reports, and assisted in the development, implementation, and monitoring of the budget to maximize revenue and minimize expenses.
- ✦ Resolved customer complaints, and anticipated potential problems by reviewing and monitoring operational issues, business flow, and/or associate performance; maintained the front office systems and equipment; created specific, measurable, achievable, realistic, and timely action plans to remedy service deficiencies.

Chance's National Real Estate

2014 – Mar 2017

Real Estate Consultant, Property Manager

Washington, D.C.

- ✦ **Consistently over delivered on results**, providing expert services with specialization in vacation property portfolio asset & operational management and resale residential.
- ✦ Demonstrated high levels of energy and drive to achieve assigned goals; **managed to close a significant number of real estate deals** establishing solid business relationships with prospective clients; closed 50 transactions in just 2.5 years.
- ✦ With high level of professionalism **met and surpassed the expectations** of numerous distinguished clients including the Embassy of the Republic of Serbia, The Costa Rican Embassy, Government Officials and

Employees and Attorneys; **negotiated best value deals**, and closed contracts with high end real estate portfolios that support brand and business growth.

- ✦ Maximized **company's overall performance and strategic position**; exhibited excellence in meeting all key objectives in a timely manner, respecting clients' confidentiality, and with a great quality levels.
- ✦ Maintained close collaboration with customers to determine their residential goals and objectives; **provided clients with professional advice, and customized services** in order to identify and meet their specific needs and enhance company's growth efforts.

District of Columbia Childhood Education Council

2015 – 2016

Representative, Ward 6

Washington, D.C.

- ✦ Elected and seated **voting member for Ward 6** for the 2015/2016 school year; in a mutual collaborative effort with the Deputy Chief of Early Childhood Education formulated and instituted policies, and supported the decision-making process about the Early Childhood Education program in the District of Columbia with an effort to enhance and strengthen program performance.
- ✦ Monitored the activities of the executive director and senior staff making sure **every activity is executed in conformity with all applicable laws**, regulations and standards, and remarkable services are delivered in support to overall business strategic goals and objectives.
- ✦ Handled various financial operations such as reviewing and approving financial expenditures, grant applications and amendments, fiscal budgets, personal reports, and changes in policies.
- ✦ Efficiently and effectively **managed a range of matters of contentious nature**; oversaw program planning, agency self-assessment and deliberately observed audits, standards and code of conduct; identified and selected most qualified Early Childhood Education staff; expedited the resolution of various issues arising between parents and administration.

Crystal Sugar Designs

2009 – 2014

Pie is Yummy

Operating Manager

Washington, D.C.

- ✦ **Successfully orchestrated all aspects of a niche design house** for swanky aprons, which grew into a business with an international clientele of retail and wholesale buyers; **provided impeccable marketing services** to notable clients such as Kongsberg, Moet Hennessey, 10 Cane, L'Oreal, Sirius, Venus Divine, Rugby World Seven Series, Saints and Sinners Music Tour with Coed Magazine, Maxim Magazine.
- ✦ **Handled varied and complex work to highest standards**; served as a brand ambassador; conducted event photography; delivered bespoke graphic design, logo design, web design, and marketing design services; planned, hosted, and executed highly successful events in support of business growth.
- ✦ Proactively worked to heighten brand recognition and core business values; ensured brand integrity is maintained at all times; **optimized the marketing and branding initiatives** of various clients assuming full responsibility for brand development; new product design (illustration, manipulations, pattern making, textile choice), photography (casting, styling, photography, editing), marketing (advertisements, promotional material, product placement, web design, logo design).
- ✦ **Established and maintained productive client relationships**, leading to substantial growth of customer accounts; utilized a variety of techniques in order to meet assigned targets for profitable sales volume and strategic objectives within assigned accounts.
- ✦ Assumed full responsibility for the overall performance of Pie is Yummy, a piggy-back business of Sweet as Pie Designs; delivered comprehensive brand development, **social media marketing management and graphic design** services to small businesses.
- ✦ **Exhibited superior customer service** that fulfilled the needs of customers in a prompt and professional manner; increased the loyalty of existing accounts and incorporated business development activities required to create a profitable book of business.

American Operation Loving Service, Catholic Charities

2007 – 2008

VISTA Volunteer

New Orleans, LA

- ✦ **Provided substantial assistance to the Director of Operations** in the inaugural year of Catholic Charities Archdiocese' Operation Helping Hands, an organization created as an action-based response to Hurricane Katrina's devastation in New Orleans.
- ✦ Drove all efforts to reduce or eliminate contractor fraud serving as a liaison between homeowners and contractors; **supported homeowners in the process of rebuilding their homes**; supplied assistance that produced high level of customer satisfaction.

- ✦ Made certain homeowners' needs and expectations and completely met; worked with other OHH volunteers in a proactive, collaborative environment of equality, trust, respect, and co-operation; **guttled almost 2000 homes, rebuilt 211 homes**, repainted 413 homes and effectively organized and coordinated 30,000 volunteers over a six year period.
- ✦ Successfully **managed a diverse and challenging caseload**, in a prompt and professional manner, accomplishing targeted goals and objectives, and maintaining high quality output levels; with **energetic and positive attitude** supported organizations that fight illiteracy, improve health services, foster economic development, and otherwise assist low-income communities.

OTHER RELEVANT EXPERIENCE

Seasonal Work:

- ✦ **El Catrillo Eco Lodge**, Front Desk, Waitress, Nanny, Everything Girl, *Las Galeras, Dominican Republic*
- ✦ **El Picollo**, Bartender, *Isla Culebra, Puerto Rico*
- ✦ **Ice Cream Truck**, Sales, *Long Beach Island, NJ*
- ✦ **Pioneer Café**, Waitress, *Pie Town, New Mexico*
- ✦ **Two Mile**, Waitress, *San Diego, CA*
- ✦ **Bar Lorel**, Hostess, *Washington, DC*
- ✦ **Useppa Bar**, Waitress, *Useppa Island, FL*

EDUCATION & TECHNICAL SKILLS

Cornell University, Ithaca, NY
Hotel Real Estate Investment and Asset Management

George Washington University, Washington, DC
Business Administration

Southern Regional High School, Manahawkin, NJ
Graduate with Honors, 2X All-American Distance Runner, 2X All-State XC

Microsoft Office Suite ✦ Photoshop ✦ Kaba Lock Systems ✦ Choice Advantage Cloud Based Software ✦
Homeaway V12 Cloud Based Hotel Reservation Software ✦ Visual Matrix Property Management System

CERTIFICATIONS & LICENSES

Certified Leasing Expert

Cornell University, 2016 – Present
Hotel Real Estate Investment and Asset Management

Choice University for Choice Hotels, 2016 - Present
Hotel Reservations, Operations and Revenue Management

District of Columbia Real Estate Commission, 2014-Present
Real Estate License

NOTABLE HIGHLIGHTS

Airbnb Super Host, 2016-2017
Top Individual Agent, Logan Circle 2015
Executive Club Member, Silver 2015, 2016
Five Star Trulia and Zillow Leading Agent 2015, 2016, 2017
Five Star Vacation Rental Host 2015, 2016
Represented Washington, D.C. at the National Head Start Conference in Nashville in 2016

References Gladly Provided Upon Request