

# Andres Moreno

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## EDUCATION

### University of the District of Columbia

Architectural Engineering

2022 - Present

### Universidad Central de Venezuela

Chemical Engineering

2012 - 2016

## CERTIFICATIONS

### Jr. Web Developer | Generation USA | 2021

Learned basic programming skills, and languages like HTML, CSS, and JavaScript.

### CompTIA A+ | University of the District of Columbia | 2021

Acquired comprehensive knowledge in network, security, and different technology equipment.

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## SKILLS

- Advanced MS Office skills.
- Time management and organization skills.
- Decision-making ability and leadership skills.
- Interest and passion for the building industry.
- Familiarity with rules, regulations, best practices, and standards of operations.
- Detail-oriented with the ability to manage multiple priorities and meet deadlines.
- Exceptional written and verbal communication skills in both Spanish and English.
- Excellent knowledge of design and visualization software such as Sketchup and other BIM like Revit.

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## PROFESSIONAL EXPERIENCE

### Assistant Property Manager | Bozzuto | Washington, DC

April 2023 - Present

- Proficient in rent collection processes, including tracking payments, resolving delinquencies, and maintaining accurate financial records.
- Complete and submit to the management and ownership team all required weekly, and month-end reports.
- Conduct regular property inspections to assess conditions and ensure compliance with safety and regulatory standards.
- Identify and resolve issues related to property operations, tenant conflicts, and lease enforcement.
- Stepping in and taking responsibility for leading when Property Manager is not present.

### Director of Resident Experience | Bozzuto | Washington, DC

October 2022 - April 2023

- Maintain high-performing, customer-focused sales by developing the team and providing ongoing learning opportunities for skill-building and career advancement.
- Ensure daily site inspections are completed and all issues are addressed accordingly.
- Solving problems and providing efficient assistance to residents and prospects.
- Planning and executing meaningful events and activities that engage residents and foster a sense of community

### Sales and Marketing Associate | Bozzuto | Washington, DC

June 2021 - October 2022

- Converting leads into community tours by following up with prospects and providing helpful and compelling information about the community and neighborhood.
- Assist a 170+ apartment property to grant 75-80% renewal retention from existing tenants.
- Act as the first point of contact with property vendors and contractors.
- Conducted weekly competitor surveys to identify potential marketing initiatives to boost sales.

### Front of the House Team Member | Founding Farmers Restaurant Group | Washington, DC

January 2017 - May 2021

- Collaborated with staff and management to provide exemplary customer service in a fast-paced environment.
- Maximize efforts towards productivity, identify problem areas, and assist in implementing on-site solutions.
- Recognized as team anchor by controlling operations platforms such as Micros and Open Table.
- Serve as training leader for new, existing and upcoming associates.