CRISTINA RIVERA ELLIS

CONTACT

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COMMUNICATION

I have a strong foundation in customer service and team leadership; I bring excellent verbal and written communication skills to every role. I have experience clearly conveying policies, procedures, and rules to residents and staff, ensuring understanding and trust. In fast paced and high-pressure environments, I remain calm, professional, and solution focused. My ability to collaborate across departments and lead effective internal communication has made me a dependable point of contact in both property management and retail settings.

LEADERSHIP

Throughout my career, I have consistently taken initiative to lead by example and support team success. In leasing and property management, I have trained new team members, guided colleagues through operational procedures, and stepped into leadership roles during times of transition or staffing shortages. My ability to motivate others, delegate tasks effectively, and remain focused on solutions has helped drive the team performance and meet occupancy and retention goals.

EDUCATION

University Of Phoenix

Bachelor of Science in Business Management

Associates of Arts in Accounting

Results driven professional with over 20 years of experience in sales, management, customer service and leasing. Proven expertise in driving sales, occupancy, delivering exceptional resident experiences, leading leasing teams, implementing and exceeding business goals. Skilled in leasing software including Yardi.

EXPERIENCE

November 2022 - Present

Balfour Beatty |Customer Experience Specialist

October 2020 - November 2022

Sephora at Kohl's | Sales Lead

June 2017 - September 2020

GameStop| Store Manager

I have a proven track record of delivering high- quality customer experience as well as hard work and going above and beyond for business needs.

Bilingual in Spanish and English

REFERENCES

[AVAILABLE UPON REQUEST]