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**Ashley Cole**

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**goldenpartnerscarecenter@gmail.com | 620.716.1514**

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**Summary**

- ◆ Exceptional customer service
- ◆ Outstanding phone presence
- ◆ Logistics Management
- ◆ Property Management
- ◆ Office Management
- ◆ Fair Housing Regulations
- ◆ LIHTC management
- ◆ Dedicated team player
- ◆ Landscape Maintenance
- ◆ Facilities Maintenance
- ◆ Section 8
- ◆ Social media marketing

**Professional Experience**

**Golden Partners, 2016-Present**

**President/CEO**

- ◆ Manage and oversee a community living program with a focus on rehabilitation for low-income families in a stable safe environment.
- ◆ Provide housing care and support for individuals who are currently challenged by the current cost of living via our Golden Keys Program.
- ◆ Provide classes, and resources to assist individuals in order to remove barriers while providing stable housing in a community enriched setting.

**Mennonite Housing Rehabilitation Services, 2018-2021**

**Property Manager**

- ◆ Oversaw the site's daily administration and building operations.
- ◆ Supervised maintenance and security employees.
- ◆ Conducted initial certifications, annual re-certifications, rent increases, and utility allowances, in accordance with the LIHTC and HUD guidelines.

**Raven Flames Apartment Complex, 2012-Present**

**Owner/Operator**

- ◆ Establish rental rate by surveying local rental rates; calculating overhead costs, depreciation, taxes, and profit goals.
- ◆ Attract tenants by advertising vacancies; obtaining referrals from current tenants; explaining advantages of location and services; showing units.
- ◆ Accomplish financial objectives by collecting rents; paying bills; forecasting requirements; prepared annual budgets; scheduled expenditures; analyzed variances; initiated corrective action.
- ◆ Maintain property by investigating and resolving tenant complaints; enforcing rules of occupancy; inspecting vacant units and completing repairs; planning renovations; contracting with landscaping and snow removal services.
- ◆ Maintain building systems by contracting for maintenance services; supervising repairs. Secured property by contracting with security patrol service; installing and maintaining security devices; establishing and enforcing precautionary policies and procedures; responding to emergencies.
- ◆ Enforce occupancy policies and procedures by confronting violators. Prepares reports by collecting, analyzing, and summarizing data and trends. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks.

## **Diebolt Lumber & Supply, 2009-2015**

### **Shipping Receiving Manager & Logistics**

- ◆ Managed shipping/receiving all outgoing orders to and from location correctly and on time.
- ◆ Managed incoming inventory into facility. stocking, and display of products.
- ◆ Managed all yard employees, drivers and customer loaders, heavy truck fleet and equipment.
- ◆ Managed all social media pages. product advertisings and postings.

### **Education and Specialized Training**

- ◆ Business Independence Community College, -2013
- ◆ General Education Diploma, Allen County Community College, 2011
- ◆ Vocational in Welding, Afton Oklahoma Vocational School, 2000

### **Certification and Licenses**

- ◆ CDL Driver's License
- ◆ Air Brake Endorsement
- ◆ CDL A Tanker Endorsement
- ◆ Double/Triples Endorsement

### **Certification and Licenses**

- ◆ Assessments Customer focus & orientation — Proficient February 2023
- ◆ Responding to customer situations with sensitivity Full results: Proficient 2023
- ◆ Attention to detail — Proficient August 2021
- ◆ Identifying differences in materials, following instructions, and detecting details among distracting information Full results: Proficient 2023
- ◆ Basic maintenance and repair — Proficient January 2023
- ◆ Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities Full results: Proficient 2023
- ◆ Work Motivation — Proficient February 2023
- ◆ Level of motivation and discipline applied toward work Full results: Proficient 2023
- ◆ Work style: Reliability — Proficient July 2022
- ◆ Tendency to be reliable, dependable, and act with integrity at work Full results: Proficient
- ◆ Management & leadership skills: Planning & execution — Proficient January 2023
- ◆ Planning and managing resources to accomplish organizational goals Full results: Proficient