

ROMAINE (ROMAN) ALEXANDER

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Objective

Experienced, hardworking, and reliable professional seeking position in a team centric environment. I am a recognized customer-oriented associate with strong teamwork skills, while leading high performance teams. I have the unique ability to encourage creativity and innovated solutions. My experience includes sales, organization, customer service and management. I am seeking ways to grow my professional development as well as my interpersonal skills.

Core Competencies

Proficient in all Microsoft Tools • Property Management • Customer Service • Marketing • Social Media Expert and Management • Sales • Bookkeeping and Accounting • Fair Housing Regulations • Interpersonal Communications • Analytically Minded • Competent Leader • Proficient Communicator • Self Driven • Detail Oriented • Self -Starter • Effective Problem Solver

Professional Experience

Republic Airways

2022 to 2022

Flight Attendant

Pittsburg, PA

Ensures the safety and comfort of passengers in accordance with FAA and Inflight guidelines.

- Maintain thorough knowledge of all emergency procedures and the use of all emergency equipment board the aircraft.
- Perform all regulatory and assigned cabin duties with constant attention to passengers while providing a safe and comfortable onboard experience.
- Present a professional image both in conduct and appearance while adhering to company uniform dress code policy.
- Contribute to reliable and on-time operation by working with other crewmembers to meet all report times both departure and arrival.
- Prepare, serve, and sell beverages and meals which may include alcohol, seafood, peanuts, and pork to passengers traveling to their destination.

Piedmont Airlines (American Airlines)

2022 to 2022

Customer Service Gate Agent

Phoenix, AZ

Interact with passengers in a courteous, efficient, friendly, and professional manner while promoting and selling air travel to customers.

- Partner with other team members to provide excellent customer service and meet corporate objectives.
- Interprets government rules and requirements for domestic and international travel or cargo shipments.
- Responsible for protecting company property and revenue along with providing a safe traveling experience.
- Respond and assist during security and emergency situations, while following internal and external policies and procedures.
- Effectively communicate with air to ground control and maintain ground operations.
- Responsible for enplaning, deplaning passenger and change flight itinerary and seat assignments as required.

Greystar Property Management

2019 to 2022

Leasing Professional

Phoenix, AZ

Successfully acted as a liaison between tenants and property management company, to ensure that the owner always has steady stream of qualified potential renters. While actively supporting marketing efforts to maintain a 95% goal occupancy.

- Perform all sales and leasing activities, achieving my personal goal of 3 leases per day.
- Effectively maintained a high-level standard of luxury rentals.
- Actively educated myself on competitor's conditions that might impact community occupancy to ensure high-level results.
- Proficiently leverage Microsoft tools to create and deploy marketing materials to drive traffic to the community, including implementing resident referrals and employer outreach programs.
- Effectively communicated with current residents and prospect to ensure satisfaction, built, and maintained high-level professional relationships.
- Maintaining documents for current, future, and former residents to ensure that documents are signed and implemented on time.
- Inspect apartments and effectively communicating with maintenance and third-party companies to maintain property visual standards.

SNS Property Management

2018 to 2019

Property Manager

Altamonte Springs, FL

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Manages the day-to-day operations of an assigned property including managing the team members, daily activities, and resources of the property to achieve established budgeted financial and operational goals and ensures that the operation of the property complies with Company policies and procedures regarding multi-family.

- Responsible for building daily, monthly, quarterly, and annual financials and accounting practices including responsibilities regarding constraints of the approved budget and manages the balance and maintenance of the petty cash fund.
- Follow company procedures while overseeing lease rules and regulations as allowable and stated in the terms of a lease agreement.
- Promotes resident satisfaction and retention by responding to past and current resident complaints.
- Responsible for conducting new hires interview to build a productive and cohesive team.
- Assists in managing the client/owner relationship by meeting with the owners, conducting property tours, providing updates and information about the property's performance, and responding to owner requests as needed.
- Conducts regular property inspections and takes appropriate actions to ensure that the physical aspects of the property, grounds, buildings, and amenities meet and maintain established property standards for safety, cleanliness, and general appearance and appeal.

Target INC

Guest Service Attendant

2016 to 2018

Altamonte Springs, FL

Demonstrate a service culture that prioritizes the guest service experience, model, train, and coach expectations to deliver the service standards.

- Quickly respond to any negative guest shopping experience by de-escalating the situation and ensuring team members understand company standards to feel supported to make things right for the guest.
- Assess the store front experience and anticipate and react with urgency to any scheduling needs based on functions in guest traffic and sales.
- Demonstrate a culture of ethical conduct, safety, and compliance, while leading a team in the same way and holding others accountable to this this commitment.
- Provide a fast fun friendly check out experience for all target shoppers.

Philanthropy

- Serve as a key member of the IGEN Board, an internal employee networking group; assist with coordinating community outreach program, engaging employees via social media to secure involvement in charitable events.
- Active member of a young Professional Group a networking group for young professional seeking enhancement and development within
- Participated in offsite, outreach/non-profit fundraising events, including Ronald McDonald House, and College Recruitment Events; set up booths and prepared communications documents to support the event goals.