

Angela Reuss

Phone: (513) 432-0896 • Location: Cincinnati, OH • Email: AngelaMreuss@gmail.com

PROFESSIONAL PROFILE:

- Personable and flexible team player with 25+ yrs of customer service experience, ready to use my interpersonal skills and ingenuity to accomplish high customer satisfaction, elevate my team, and exceed company goals
- Professional property manager, with 18 yrs experience, focusing on positive customer experiences and resolving tenant issues quickly to keep units rented and maximize revenue
- Creative marketer with nearly 10 yrs experience in helping businesses highlight their mission, prioritize and engage customers, which translates into building a positive brand influence and increasing revenue

Core Skills & Competencies: *Advanced Computer Skills • Strong Verbal and Written Communication Skills • Customer Service Experience • Ability to Work Under Pressure • Attention to Detail • Strong Leadership Skills • Conflict Resolution Skills • Problem Solving • Multitasking • Positive Energy • Reliable • Trustworthy • Flexible • Friendly*

EXPERIENCE:

Property Manager (Self Employed)

July 2004 - Present

- Providing friendly customer service to diverse residents, ensuring that each resident feels that they are valued and appreciated, motivating tenants to pay on time, and keeping units rented
- Verifying identification and screening applicants via background checks and landlord reference checks to ensure that well-qualified tenants are retained
- Traveling to properties to perform regular inspections and making repairs to ensure that all health, safety, and city codes and guidelines are properly followed for the safety, well-being, and security of all tenants.
- Ensuring that business operational processes and procedures are in compliance with all Ohio landlord/tenant laws and legal guidelines, and maintaining professionalism while enforcing the lease.
- Collaborating with attorneys to successfully write and update contracts and other documentation, such as lease, application, notices, reminders, and other forms
- Performing on-call maintenance tasks and unit renovations, which requires standing, lifting, bending, stooping, operating tools and heavy equipment
- Recruiting, hiring, and managing maintenance contractors to complete various repairs and renovation projects to accomplish multiple unit renovations and turnovers in a timely manner
- Managing bookkeeping and consulting with CPA to ensure compliance with Ohio business tax laws
- Creating advertisements to recruit good tenants and showcasing properties to applicants
- **Jan 2006 - Oct 2009** Worked for Cincinnati Metro Housing Authority as a property manager in the front office greeting and engaging with tenants daily. Duties included leasing units, problem solving, resolving customer complaints, establishing positive rapport with tenants, retaining tenants, following up, mentoring and training staff

Creative Media & Marketing (Self Employed)

Jan 2013 - Present

- Coaching business owners and their teams on how to integrate their vision and mission into marketing strategies
 - Working with a team to write Op Eds and press releases for the newspaper
 - Website strategy and building multiple engaging and user friendly websites using computers, software, and other technical equipment
 - Ensuring that advertisements are published with proper grammar and pronunciation, with close attention to detail
 - Creating strategic marketing plans for diverse industries, which require strong written and verbal communication to engage customers, sell products, and represent a positive brand image
 - Producing hundreds of compelling advertising materials with graphics, audio & video for print, social media, & TV
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VOLUNTEER PROJECTS:

Founder of Covid Response Store:

March 2020 - March 2021

- Organized a successful T Shirt fundraiser to promote the safety and well-being of people during Covid-19
- Donated the profit to the Covid Response Fund through the World Health Organization
- Created a full ecommerce website and designed various T Shirts, hoodies, bags, and other items that promoted social distancing and to honor our first responders
- Recruiting and collaborating with a small team to assist me with this project.
- Achieved publicity on multiple news stations, newspapers, and websites
- Sold hundreds of T shirts to support and up-lift the Covid Response Fund to help people in need

Neighborhoods United:

Jan 2018 - Dec 2021

- Captured pictures and videos of various community events and press conferences
- Assisted with producing the "The Cincinnati Plan to Reduce Gun Violence", which focuses on neighborhood safety, opportunities, mental health care, better education, motivating the youth, reducing domestic violence
- Collaborated with the communications team to write press releases & opp eds
- Partnered with influential community leaders to organize and run community events
- Engaged in community outreach projects to build relationships with the public and diverse people and cultures
- Assisted with fundraising, creating unique media marketing materials to motivate people to donate

Other Volunteer Work:

- Pets in Need - Assisted with fundraiser events
 - Sweet Dreamhouse Animal Rescue - Caretaking at the shelter and fundraising
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OTHER PRIOR ACCOMPLISHMENTS & WORK EXPERIENCE:

- **Front Desk Facilitator & Production Assist:** with Media Bridges (Public Access Television) (4 yrs)
- **Administrative Assistant:** Supporting supervisor & teammates, schedule and trip planning, computer tasks (8yrs)
- **Published Author:** Writing, editing, cover design & creation, and publishing 18 books
- **Public Service Agent:** Supportive roles with multiple non-profit organizations, such as Community Action Agency, CMHA, and Neighborhoods United (8 yrs)
- **Radio host and DJ:** Hosted and produced an international music radio show, with a mission to unite cultures and diversities through the universal language of music, winning awards & nominations (4 yrs)
- **Wedding DJ & Emcee:** Traveling to events early, setting up heavy equipment & providing entertainment (5 yrs)
- **Photographer:** Photographed weddings, families, events, artists, musicians, employees/employers, etc. Ranked Number 1 in the district @ PCA international. (20yrs)
- **After school Teacher:** Teaching children 5-11 yrs and keeping them safe; certified in First Aid & CPR (5yrs)
- **Retail Customer Service Agent:** Greeting and helping customers in high-volume fast paced environment (5+yrs)

EDUCATION:

Cincinnati Christian University - Associate's in Christian Vocations

Diamond Oaks Vocational- Graduated with Certification in Child Learning & JROTC

Taylor High School- Diploma, Spanish I and Spanish II, Computer skills & programs