

CHRISTOPHER JORDAN

ESTATE MANAGER | RESIDENT MANAGER | CHRISTOPHERJORDANRESUME.COM

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SUMMARY AND KEY SKILLS

Detail-oriented and self-motivated professional with comprehensive experience in the Service Industry. Providing service excellence while exceeding ownership expectations in a creative, timely, and efficient manner. Demonstrated ability to wear multiple hats and juggle tasks while remaining flexible and adaptable as priorities shift and evolve.

PROPERTY MANAGEMENT EXPERIENCE

Estate Manager

03/2020 – Present

Private Property

Oakland Hills, CA

- Managing the day-to-day functions of the estate coordinating all schedules and calendars.
- Functioning as owner's Personal Assistant: arranging appointments for owner's personal and professional needs to include managing owner's business affairs.
- Scheduling and managing regular maintenance to include cleaning, grounds, and ongoing interior and exterior maintenance such as painting, wood floor refinishing, deep cleaning, and various seasonal duties.
- Scheduling and managing multiple renovation projects totaling \$500,000. Worked with designers, and contractors from concept inception through construction and completion. Projects included kitchen and bathrooms remodel, painting, and flooring.
- Responsible for managing the finances of the estate. Demonstrated the ability to understand financial goals, while managing the property in the owner's best interest.
- Responsible for budgets, accounts, and financial transactions.
- Responsible for household procurement of food and supplies.
- Responsible for coordinating domestic and international travel arrangements.

On-Site Resident Manager and Caretaker

03/2013 – 03/2020

The Avatar Apartments

Phoenix, AZ

- Responsible for all day-to-day operations and short-term and long-term renovation projects.
- Consistently maintained 100% occupancy through continual review of tenant applications, interviews, and property showings. Proven skills of keen attention to detail, ensuring accuracy and compliance with anti-discrimination laws.
- Responsible for maintaining accurate records of all transactions and submits on a timely basis including rent rolls, delinquency reports, and move-in/move-outs.
- Responsible for preparing, negotiating, and enforcing leases and evictions when necessary.
- Ensure property is compliant with all city and state laws and regulations.
- Investigated and resolved resident complaints and concerns in a timely and efficient manner.
- Monitored all maintenance issues and insured timely and cost-effective completion.
- Negotiated, secured, and maintained, contracts for ongoing property services to include Landscape Maintenance, Electrical, Plumbing and HVAC, Trash Removal, and Window Washing.
- Resolve disputes with service providers in a professional manner.
- Proactively installed and monitored property surveillance system.
- Utilized project management skills to facilitate a property renovation process from start to finish, which included Landscaping, Plumbing, Electrical, HVAC, Room Reconfigurations, Room Remodeling, and Roofing.
- Worked with city officials on rezoning issues.

PROFESSIONAL WEB EXPERIENCE

Web Designer & Developer | National Park Service Transportation (Contract)

07/2010 – 07/2017

- Worked with various design tools and software programs to implement web designs and functionality while ensuring usability and best practices.
- Developed comprehensive application testing procedures and implemented testing tools that monitored the ongoing performance of the client website.

- Updated existing applications to meet the security and functionality standards as outlined in the client's website policies.
- Assisted in updating application development policies to ensure that all future applications met the latest technical requirements.
- Developed brand and corporate identities within the NPS-Transportation website to create one cohesive look.

Freelance Web Designer & Developer | Independent (Remote)

08/2000 – 08/2017

- Worked with various design tools and software programs to implement web designs and functionality with a focus on usability and best practices.
- Developed brand and organization identities for corporate, nonprofit, and government sectors.
- Known for creativity, flexibility, listening skills, sense of humor, and the ability to understand the big picture, while maintaining high attention to detail on all projects and requests.

Senior Web Designer & Web Manager | National Center for Biking and Walking (Remote)

04/2006 – 12/2009

- Collaborated with Executive Director and Senior Program Director on the design and implementation of multimedia solutions.
- Utilized photography experience to deliver graphics assets for inclusion in project designs.
- Lead developer in the implementation of the ALRC Help Desk and the CenterLines Podcast in addition to third-party templates.
- Used theoretical and technical concepts to effectively execute designs based on specified parameters and utilized PHP to design templates for the NCBW and ALRC websites.
- Maintained the development of consistent branding messages across multiple multimedia platforms.
- Effectively designed and implemented HTML templates for the Pro Walk/Pro Bike Conference Series: Making Connections and Transforming Communities.
- Skillfully applied project management abilities and creative skills to convert technical requirements and mock-ups into workable web solutions
- Ensured internal and external links within each website were active and current through routine quality checks.
- Utilized various communication methods (email, Skype, phone, etc.) to facilitate discussions with staff members to discuss goals, strategies, current projects, and upcoming projects.
- Researched, tested, and analyzed new website enhancement tools and software programs and created recommendation reports to present to organizational leadership.

ADDITIONAL EXPERIENCE

Web Designer | Council for Advancement and Support of Education (CASE), Washington, DC

- Collaborated with Vice President of Communications & Marketing and Director of Graphic Design to conceptualize and design home-page branding of CASE's new Web site.
- Maintained the company's Intranet site which included a master calendar, interactive office floor plan, membership statistics, and event photo gallery.
- Created and designed conference sites, including CASE's two largest annual meetings.
- Worked with designers, marketing staff, and conference program coordinators to establish sites' graphic identity.
- Created and designed HTML emails for CASE marketing promotions, such as electronic postcards and newsletters.
- Converted association's monthly magazine from Quark X-press to Cold Fusion files and designed the magazine's online look and feel, migrating four years of back issues from basic HTML documents into a new template.

EDUCATION & CERTIFICATIONS

Interactive Multimedia and Web Design Certification

Georgetown University

Extensive hands-on work experience in lieu of bachelor's degree