

# CHRISTOPHER JORDAN

ESTATE CARETAKER | RESIDENT MANAGER | CHRISTOPHERJORDANRESUME.COM

(510) 543-1624 | christopherjordanresume@mail.com | ChristopherJordanResume.com | linkedin.com/in/christopherjordanresume

## 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 CARETAKER AND MANAGEMENT EXPERIENCE

### Estate Caretaker

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 OFFICE AND WEB DEVELOPER 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 OFFICE 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*