# LASHIANNA UPSHAW

## CONTACT

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## SKILLS

- Goal Oriented
- Invoicing and billing
- Team Player
- File and data retrieval systems
- Tour Guides / Property Tours
- AppFolio
- Yardi Software
- Buildium Management Platform
- Training and coaching
- Expense reporting
- Lead generation
- Issue and conflict resolution
- CRM and office management software
- Contract development and management
- Proposal writing
- Multitasking
- Scheduling and calendar management
- Networking
- Digital marketing
- Strategic planning
- Project planning
- Project management
- Content creation

## PROFESSIONAL SUMMARY

Organized and dependable property-management and administrative professional with strong customer service, leasing, office operations, tenant relations, scheduling, financial reporting, and conflict-resolution skills. Reliable and driven with strong management and prioritization abilities and experience coordinating teams, projects, and business operations.

## WORK HISTORY

February 2026 - Current

### Property Manager — BNB Properties, Atlanta, GA

- Manage day-to-day property operations and resident communication for BNB Properties.
- Coordinate leasing activity, property tours, tenant documentation, rent records, and move-in/move-out processes.
- Monitor maintenance needs, coordinate vendors and service providers, and follow up on property issues.
- Maintain organized property files, rental ledgers, invoices, notices, and operational records.
- Communicate with property owners, residents, contractors, and prospective tenants to support efficient property operations.
- Assist with delinquency follow-up, notices, collections coordination, and eviction-related administrative processes.

November 2024 - January 2025

### Marketing Director — Veterans Administration, Palmetto, GA

- Built strong relationships with industry professionals and influencers.
- Developed comprehensive marketing plans aligned with business goals and objectives.
- Oversaw creation of marketing materials, including brochures, presentations, and social media content.
- Directed trade show participation and supported company exposure and growth.

June 2018 - October 2023

### Assistant Property Manager — Sureste Properties, College Park, GA

- Communicated job expectations and trained staff to promote team building and discipline.
- Yardi trained, AppFolio trained, Georgia community affairs trained, and trained as assistant property manager.
- Made deposits and posted money; supported accounts payable and receivable and customer correspondence.
- Recruited, trained, and developed administrative team members.
- Organized workflows to improve efficiency and reduce operating costs.
- Prepared detailed spreadsheets of weekly and monthly sales statistics and expenses.
- Handled tenant complaints promptly, coordinated repairs and support services, and followed up on delinquent tenants and collections.

June 2016 - March 2022

### Leasing Consultant — SMP Property Management, Forest Park, GA

- Delivered informative property tours to prospective residents, highlighting amenities and features tailored to their needs.

## ADDITIONAL WORK HISTORY

October 2012 - August 2015

**Administrative Assistant — Benson Ross Enterprises, Atlanta, GA**

- Assisted prospective tenants with paperwork completion and logistics to facilitate smooth move-in processes.
- Prepared lease agreements and coordinated move-in logistics efficiently.
- Conducted market research to stay informed of current trends and competitor offerings.
- Maintained filing and document-management systems through coordinating, archiving, and purging files.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Managed executive communications, including calls, mail, correspondence, and scheduling.
- Maintained confidentiality of sensitive information through secure filing systems.
- Delivered excellent customer service through prompt responses and effective issue resolution.

## EDUCATION

May 2013 — Master of Science, Business Accountancy — Uei Technical College, Morrow, GA

May 2009 — High School — Lovejoy High School, Hampton, GA

## TRAINING & SOFTWARE

Yardi • AppFolio • Buildium • Georgia Community Affairs Training • CRM and office management software