

TONY R. SHAMP

Positive Attitude - Integrity - Strong Work Ethic - Results Oriented

PROFILE: Expert customer service skills and instincts with strong aptitude for conflict resolution and ability to work with co-workers, supervisors and tenants. Experience with leasing, collections and marketing of residential property in a competitive market. Comprehension of landlord-tenant laws, leasing, fair housing statutes, and trust accounting. Highly motivated to achieve future success within the industry.

***Resume does not include current position in good standing with Dish Network since March of 2009**

PROFESSIONAL EXPERIENCE:

***Performance Real Estate: *Property Manager*-** Kalispell, MT Aug 07–Nov 08

- Achieved 100% occupancy upon leaving last residential management position via improved screening of tenants, tenant retention strategies, and enhanced marketing practices.
- Implemented new property management software and record keeping protocol for Performance Real Estate Residential Property Holdings.
- Responsible for collections and deposits for trust and operations account.

***Parent Company – Separate entity; worked both positions simultaneously.**

***Big Sky Properties: *Real Estate Assistant*-** Kalispell, MT Jan 08–Nov 08

- As a licensed real estate assistant provided critical support in marketing and logistics for strong sales performance for employer in a down market.

CenturyTel, *Customer Service/Sales*, Kalispell, MT Jan 06–Jan 07

- Sales experience across a broad range of products/services including high-speed internet, satellite television, wire-line and cellular telephone services.
- Maintained confidentiality of personal and financial information for customers in a fortune 500 company.

Kokanee House and Pet-sitting Service, *Owner/Operator*, Kalispell, MT 2001 to Present

- Started my own pet and house-sitting business by establishing a rapport with local veterinarians, advertising, and maintaining solid references.
- Provided care and security for animals and property for numerous clients of my company (www.kokaneecaretaker.com), securing a reputation for dependability.

SOFTWARE SKILLS:

Microsoft Office Suite (Word, Excel, Access, PowerPoint), Outlook, Explorer/Mozilla Browsing, Windows Mobile, and Tenant File.

EDUCATION:

2005 University of Montana – BS Degree / Business Administration

2002 Flathead Valley Community College – Associate Arts Degree / General Studies

LICENSING: Licensed Real Estate Sales Person, Montana Board of Realty, Jan 2008

Licensed Property Manager, Montana Board of Realty, Jan 2007

***Professional references available upon request**