

# Rich Devine

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Vestal, NY | 607-644-3570 | Rdevine324@gmail.com

Highly motivated, detail-oriented and upbeat Property Manager with 5+ years of experience making a difference in people's lives, providing excellent customer service and overseeing the maintenance of properties with strong flexibility and time management. Possesses excellent communication skills to work with vendors, maintenance staff and tenants.

## Professional Experience

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### **Public Consulting Group (Remote) | Albany, NY**

#### **Case Investigation Team Supervisor | June 2020 - Present**

- Instruct 20 case investigators by applying strong communication and interpersonal skills, improving employee performance by 99%
- Partner with local health departments within NYS and NYS DOH through effective teamwork, contacting persons diagnosed with COVID-19 and conducting contact tracing
- Meticulously track progress with target goals using excellent organizational skills to ensure accuracy
- Coach and mentor 45+ employees while managing scheduling and payroll, optimizing business efficacy

### **Nuwave General Contracting | Johnson City, NY**

#### **Operations/Office Manager | October 2019 - March 2021**

- Streamlined proceedings by coordinating vendors, subcontractors and union employees on all job sites by utilizing an innate ability to understand human nature and what motivates people to work
- Effectively managed contracts and invoices by being detail-oriented, offering excellent customer service throughout all processes
- Displayed strong administrative skills by completing AP/AR, bookkeeping and payroll, bolstering productivity

### **Anthos Properties | Kirkwood, NY**

#### **Property Manager | August 2018 – October 2019**

- Maintained an occupancy rate of 98% by overseeing the daily operations of a residential unit totaling 180 rental units, answering phones in friendly and professional manner with a pleasant telephone voice
- Developed preventative maintenance program schedule through strategic planning, reducing future discrepancies by 92%
- Reconciled monthly budgets and capital projects using a strong numerical aptitude, minimizing errors in calculation

### **Yorktowne Property Management | Endwell, NY**

#### **Regional Property Manager | November 2015 - July 2018**

- Managed the daily operations of 12 residential properties with a combined total of 228 rental units using excellent communication skills to provide top-notch customer service
- Directed 5 employees through active delegation
- Held the responsibility for rent collection, bank deposits, evictions, and income verification background by multitasking, keeping residents happy with the level of customer service
- Actively documented preparations such as leases, HUD vouchers, violations and formal letters to tenants using Excel and Microsoft Word, ensuring 100% accuracy

### **SWBG Wholesale Inc/Unisource Management Corp | Vestal, NY**

#### **Foreman/Vendor Manager | May 2008 - November 2015**

- Supervised daily operations by maintaining the exterior of 6 commercial shopping plazas, prioritizing wisely
- Demonstrated excellent leadership skills by motivating 17 employees, promoting efficiency
- Oversaw the completion of work orders issued by tenants and owners of the property by communicating effectively with residents and workers, driving productivity
- Inspected 14 shopping plazas within NYS and PA on a monthly basis, paying keen attention to detail to report any discrepancies or hazards to shareholders

## **Core Competencies**

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Microsoft Office, Customer Service, Facilities Maintenance, Property Management, Facilities Management, Time Management, Bilingual, Excellent communication, Administrative and organizational, Prioritization

## **Certifications**

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**CPR/AED Certificate,**

**Part 107- Certified Drone Pilot,** Certified by FAA

## **Voluntary Work**

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Vestal Volunteer Fire Department -Volunteer Firefighter  
Vestal Volunteer Emergency Service-Driver