

KAYLA PIERRE

Self starter & Detail Oriented

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Willing to relocate to: Charlotte, NC - Atlanta, GA -

Authorized to work in the US for any employer

Work Experience

Leasing Manager/Assistant Property Manager

Dasmen Residential - Greensboro, NC

April 2022 to Present

performs community accounting functions and assists in the administration, leasing, and supervision of personnel

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Collects and secures rental payments

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Makes daily bank deposits and verifies the accuracy of those deposits

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Inputs daily activity transactions

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Delivers late rent letters, "Notices to Vacate", and personally contacts all residents who have unpaid/owed rent daily

-

Assists in the eviction process

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Enters activity into YARDI in relation to the Daily, Weekly & monthly checklists

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Enters Skip Watch information- if applicable

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Assists with leasing duties to include showing apartments and preparing leases

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Maintains organized community office files

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Maintains working knowledge of laws, rules, and regulations concerning apartment leasing and management

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Prepares accurate and complete reports in a timely manner

File correspondence regarding the property in the proper electronic and paper files

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Maintain tenant files in a neat and orderly condition and insure that all documentation, applications, leases and renewals, certifications and re-certifications and required tenant information are properly maintained

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Show apartments to prospective tenants

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Process applications for qualified applicants following company tenant selection criteria, and using proper application forms

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Prepare certifications of income and assets of each new applicant confirming the eligibility of the applicant to occupy the unit, in accordance with the regulatory documents, and federal and State guidelines for the certification of incomes

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Track keys that have been given to tenants, maintenance techs, porters, and contractors

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Ensure that keys are returned in a timely manner

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Track parking permits that have been given to tenants

-

Ensure that parking restrictions are enforced

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Deliver letters and post notices

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Review with the Property Manager outstanding charges and lease renewals to determine any notices and letters that must be sent to tenants

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Assist Property Manager with re-certifications

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The Assistant Property Manager shall perform annual inspections and income verifications and have tenant sign the required documents under the direction of the Property Manager

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Work with Property Manager to insure timely compliance with all regulatory requirements, including proper maintenance of tenant files, income certifications, lease renewals, Section 8 forms and contracts, HAP contracts, and other similar regulatory requirements

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Assist Property Manager with weekly property inspections to include common areas, trash rooms, parking lots and any other facilities that are included within the confines of the property or properties to which you are assigned

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Assist Property manager with annual inspections of each rental unit (occupied or unoccupied)

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Any resident's having housekeeping issues and/or any damage to their units; must be reported to your Property Manager for proper and follow through action

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The Assistant Property Manager shall have a clear and concise understanding of YARDI and how it relates to the every-day management of Towner properties

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YARDI's primary function is to manage and monitor the activities of the property to which you are assigned (i.e., open/closed maintenance requests, delinquent rents, vacant/occupied and future vacancies; etc.)

Reconciliation Analyst / AR

Cross Country Healthcare - Boca Raton, FL

March 2021 to June 2022

- Timesheet & Expense entry and into the VMS tool from various
- Audit of all timesheet and expenses against client contractual billing rules
- Invoicing all customers, based on customers' billing cycle, for all hours worked and all other revenue including travel, bonus, and housing subsidies
- Provide accurate processing of all timesheet adjustments into the VMS tool, initiated by either external (supplier-related) or internal (Cross Country) requests
- Accurate and timely processing of all adjustments (debits and credits), initiated by either external (client-related) or internal (Cross Country) requests
- Ability to reconcile large quantities of data utilizing excel
- following specific time-frames for keeping accounting data up-to-date and communicating with systems, vendors, and other personnel to verify data integrity.
- Conduct account analysis, identifying and reporting trends, risk

Billing/Collection Specialist

Flexshopper - Boca Raton, FL

January 2020 to January 2021

- Manage inbound and outbound calls, chats, email, and SMS using LiveVox Dialer platform
- Field customer inquiries, claims, and objections accurately and professionally while multi-tasking using three to four different native software platforms
- Assist customers in managing their past due balances
- Responsible for making collections calls and documenting the system of records
- Successfully motivates customers to make payments according to their lease agreements

Billing Specialist/Accounts Receivable

Guardian Pharmacy - Boca Raton, FL

January 2019 to January 2020

- Provide staff support for claims processing, payer compliance requirements and related prescription documentation processes including prior authorizations
- Verify patient eligibility, prescription benefits, input insurance into the system or look up missing insurance information and preparation and submission of claims to insurance companies; commercial, Medicare, Medicaid and other third-party payers
- Continually audit patient files and maintain corresponding documentation necessary to defend third party audits and maintain payer and company compliance
- Review and prepare facility and patient statements monthly, review reimbursement reports, pursue payment from delinquent accounts, arrange payment arrangements and collection accounts
- Assist patients, caregivers, and related providers with questions regarding insurance eligibility, coverage, related benefits, and payments
- Process and reconcile third party reimbursements, EOBs, patient payments, returns, and credits
- Transmit individual credit card payments as needed

- Process returns and appropriately return stock to ensure accuracy
- Logging insurance fees into the system
- Run script management
- Review and run rejection reports and process accordingly
- Audit research
- Answer phone calls related to billing questions
- Complete prior authorization forms

Branch Coordinator

Cambridge Security Services - Fort Lauderdale, FL
April 2018 to January 2019

- Dispatched and scheduled workers to certain locations depending on the requests of the client.
- Recorded and maintained files on expenses, services, inventory, charges, customer requests and other dispatch information.
- Advised personnel regarding traffic problems, accidents and other hazards.
- Prepared daily run and work schedules.
- Utilized 150+ cameras to oversee workers and crews within specified locations

Office Manager

Dr Michael Dubnick DDS - Boca Raton, FL
June 2014 to April 2018

- Make appointments for patients
- Maintain their account/ record
- coordinate the dentist schedule
- Bill patients and their insurance companies
- Greeting and assisting patients

At Home Advisor

Apple - Fort Lauderdale, FL
May 2013 to June 2014

- Set appointments
- provides customer service, troubleshooting and technical support to Apple customers by phone, chat or email.
- answering customers' questions about Apple products, services and accessories, including both software and hardware.

Education

Bachelor's in Business Management

Broward College - Coconut Creek, FL, US
June 2020 to Present

Associate in Bussiness Administration

Broward College - Coconut Creek, FL
January 2018 to January 2020

Coral Springs High School - Coral Springs, FL, US
August 2009 to June 2013

Languages

- Haitian Creole - Fluent
- English - Fluent