



Natalie Brooks, CAM

Property Manager | Multifamily Residential | Occupancy, Operations & Resident Relations

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SUMMARY

Certified Apartment Manager with 3.5 years of experience managing a 240-unit multifamily community. Raised occupancy from 89% to 96%, reduced delinquency from 4.1% to 1.6%, and improved NOI by 12% through disciplined leasing, expense control, and resident retention. Skilled in leasing, budgeting, vendor management, fair housing compliance, and maintenance coordination; proficient in Yardi and AppFolio.

CORE SKILLS

Property Operations

Leasing & Occupancy Management, Budgeting & NOI Optimization, Rent Collection & Delinquency Control, Vendor & Contract Management, Maintenance Coordination, Turn & Make-Ready Management, Capital Projects

Compliance & People

Fair Housing & Landlord-Tenant Law, Lease Administration, Resident Retention, Conflict Resolution, Staff Training & Supervision, Risk & Safety Compliance

Systems

Yardi Voyager, AppFolio, RealPage, Entrata, Excel (Advanced), Microsoft Office, Rent Café

EXPERIENCE

Property Manager

Jun 2023 – Present

Music Row Apartment Communities — Nashville, TN

- Manage a 240-unit multifamily community with a \$3.4M annual operating budget and a team of 7.
- Raised occupancy from 89% to 96% and improved NOI by 12% through targeted marketing, pricing strategy, and expense control.
- Reduced delinquency from 4.1% to 1.6% by implementing proactive collection workflows and payment plans.
- Improved resident retention from 52% to 63% and raised satisfaction score from 3.9 to 4.5 out of 5.
- Oversaw \$280K in capital improvements and rebid 14 vendor contracts for \$65K in annual savings.

Assistant Property Manager

Jul 2022 – May 2023

Cumberland Residential Group — Franklin, TN

- Supported daily operations of a 180-unit community, including leasing, move-ins, renewals, and work-order follow-up.
- Completed 120+ lease-ups and renewals with 100% compliance and accurate file audits.
- Coordinated turns for 90+ units with an average make-ready time of 5 days.
- Prepared monthly variance reports and resident communications.

AWARDS

Property Manager of the Year (Regional) 2024; Top Occupancy Performance Q3 2024.

EDUCATION

Bachelor of Business Administration in Real Estate

Middle Tennessee State University — Murfreesboro, TN

2022 | GPA 3.4

CERTIFICATIONS

- Certified Apartment Manager (CAM), NAA
- Tennessee Real Estate Affiliate Broker License
- Fair Housing Compliance Certification
- Certified Occupancy Specialist (COS) — in progress