

# RON GUNASEKERA

110-3275 Sheppard Ave., East, Scarborough, ON M1T 3P1  
Phone: 416.498.6959, Email: proffpropmgr@gmail.com

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## CONDO ADMIN. / ASST. PROPERTY MANAGER

Customer Service innovator with 11+ years experience in a variety of for-profit organizational settings. In-depth understanding of, condominium law and administration, human resource management, procedures and standards through hands-on training due to Registered Condominium Management Certification. Experienced in working in a team environment always maintaining a positive attitude. Ability to handle confidential documents in an appropriate manner. Competent computer skills in Microsoft Word and Excel.

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### KEY COMPETENCIES

- ◆ Contract Negotiation
- ◆ Cash Flow Management
- ◆ Tenant Relations
- ◆ Complaint Investigation & Resolution
- ◆ Operational Procedures
- ◆ Preventive Maintenance

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### EDUCATION & TRAINING

**Registered Condominium Manager** (courses completed) 2008  
Association of Condominium Managers and Owners (A.C.M.O)  
*Condominium Law \* Physical Building Management \* Accounting  
Condominium Administration and Human Relations*

**Business Diploma** 1993  
Centennial College, Toronto, ON

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### ACCOMPLISHMENTS

- Received commendation from management for professional handling of tenant queries and complaints
- Received 4 letters of commendation as a tour guide for outstanding tours to Niagara Falls
- Increased retention of clients for tax reduction workshops by providing excellent customer service through remembering client names and knowledgeably recommending basic financial services

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### SKILL SUMMARY

#### Communication/ Customer Service

- Greeted tenants in a friendly manner and answered questions regarding their units and the building as a Concierge
- Provided tenants with health and safety procedures in cases of emergency
- Ensured satisfaction of all inbound and outbound calls from customers by offering friendly customer service

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## Administrative

- Reported unusual activities and problems in a written report to building management or local authorities
- Obtained credit bureau reports on customers to ascertain client's credit worthiness
- Liaised with legal department to ensure consistency regarding title searches and signatures
- Verified mutual fund applications before final processing
- Handled customer cash, and credit card payments by machine
- Resolved customer disputes with regards to tour itinerary
- Ensured successful completion of tour according to the tour log
- Enlightened customers about other Union Energy services
- Provided initial briefing for clients regarding tax reduction workshops
- Liaised with internal departments to ensure paperwork accuracy

## Accounting

- Called delinquent accounts for payments to A/R department and handled late payment customers with respect and knowledge of accounts receivable procedures
- Provided customers with various payment options, settling billing notice disputes

## Sales

- Sold consolidated loans to second mortgage holders

## Employment History

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<b>Concierge</b> Concierge Inc., Toronto, Ontario	2007-2008
<b>Tour Guide</b> King Tours, Mississauga, Ontario	2004- 2006
<b>Customer Service Representative</b> Union Energy, North York, Ontario	2005
<b>Account Executive</b> Household Finance, North York, Ontario	2003
<b>Call Centre Representative</b> Dundee Securities Corporation, Etobicoke, Ontario	2001-2002
<b>Customer Service Administrator</b> Aim-Trimark, North York, Ontario	2000