

Patrick Wiggins

Assistant Community Association Manager

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STRENGTHS

- ♥ **Resident Service**
Responds to resident concerns with calm documentation and practical next steps, helping management preserve trust during difficult conversations.
- 📁 **Records Discipline**
Keeps lease, owner, vendor, and governance files orderly, making annual cleanout work and management review easier.
- ✅ **Access Coordination**
A move once required several parties; careful fee, deposit, insurance, and elevator checks kept schedules on track.
- 📅 **Board Support**
Turns recurring records and operational details into clear packets and reports, giving boards useful information for decisions.
- ☰ **Priority Management**
When meetings, notices, requests, and deadlines collided, organized tracking preserved timely service and steady follow through.

SKILLS

Lease administration

Resident relations Board packets

Association reporting

Move coordination

Vendor coordination

Records management

Governing documents

Conflict resolution Prioritization

Written communication

Community portals

Insurance documentation

SUMMARY

Community association management professional with three years supporting condominium and homeowners association operations across **lease administration**, **resident relations**, governance documentation, move coordination, vendor access, and financial administration support. Holds an active **Illinois Community Association Manager license** and maintains accurate electronic and hard copy records in high volume residential settings. Prepares board packets, association reports, resident notices, newsletters, and portal content with clear, professional communication. Coordinates leases, moves, deliveries, staging activity, contractors, fees, deposits, **certificates of insurance**, and elevator access requirements. Applies governing documents consistently, documents resident concerns, and supports practical dispute resolution. Brings organized judgment, responsive service, and steady prioritization across competing deadlines, with readiness to contribute dependable administrative and resident support within a community management team.

EXPERIENCE

Assistant Community Association Manager

Harborstone Community Management 📅 October 2024 - Present 📍 Evanston, IL

Supports daily administration for a 220 unit condominium community, coordinating records, leases, **resident service**, board materials, vendor access, communications, and operational reporting. Partners with community management leadership on governance support, issue documentation, service follow through, and accurate financial administration inputs.

- Organized 220 unit owner, lease, vendor, and governance records across electronic and hard copy files.
- Processed residential lease packages, verified documentation, and updated master lease tracking for accurate occupancy review.
- Coordinated moves, **deliveries**, staging, and **elevator access** after collecting fees, deposits, and insurance certificates.
- Prepared **board packets** and **association reports** that supported focused governance and operational discussions.
- Documented resident concerns, applied governing documents, and routed practical dispute options for timely resolution.
- Published monthly newsletters across print, email, and portal channels, keeping community documents current.

Community Management Coordinator

Northline Property Services 📅 October 2023 - September 2024 📍 Skokie, IL

Supported condominium and **homeowners association** administration across a mixed portfolio, with focus on records, leases, resident communications, vendor documentation, meeting materials, access coordination, and service issue tracking. Balanced concurrent reporting, meeting, communication, and records deadlines while preserving confidentiality and consistent follow through.

- Organized correspondence, owner records, vendor files, and meeting materials across **condominium** and homeowners associations.
- Reviewed lease and move documents, tracked missing items, and maintained calendars for resident building access.
- Drafted resident notices, meeting materials, and reports for boards, homeowners, vendors, and onsite staff.
- Logged service requests, routed urgent concerns, and preserved follow through records through documented resolution.
- Verified vendor insurance documents before coordinating contractor access for scheduled occupied community work.
- Balanced reporting, meetings, resident communications, and records deadlines without losing service consistency.

Financial administration

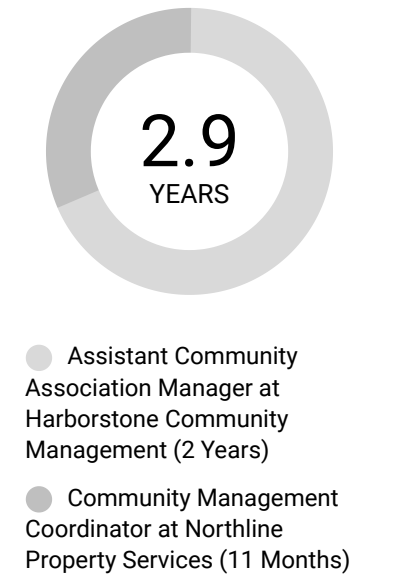
Newsletter distribution

LANGUAGES

EnglishNative

SpanishIntermediate

MY CAREER



PROJECTS

Community Records Modernization 2025

Consolidated electronic and hard copy association records into a clearer filing workflow, supporting faster retrieval, annual file cleanout preparation, and dependable access for management review.

Resident Access Coordination 2024

Structured move, delivery, staging, and contractor access tracking around fees, deposits, elevator reservations, documentation, and proof of insurance.

LEADERSHIP & AWARDS

- Recognized by community management leadership for dependable resident service and accurate administrative follow through.
- Trusted with recurring board packets, association reports, lease tracking, and community communication preparation.
- Selected for continued responsibility supporting high volume condominium operations and competing stakeholder deadlines.

EDUCATION

Bachelor's Degree in Business Administration

Northeastern Illinois University GPA: 3.5 2023 Chicago, IL

Coursework: Business operations, financial administration, organizational communication, conflict resolution

CERTIFICATIONS

- Illinois Community Association Manager License 2024
- Community Associations Institute M 100: The Essentials of Community Association Management 2024

TECHNICAL SKILLS

- Property Management Systems:** Association records, homeowner records, management reports
- Lease Administration:** Lease packages, master lease tracking, occupancy records
- Records Management:** Electronic files, hard copy files, annual file cleanout
- Resident Communications:** Resident notices, email distribution, printed newsletters
- Community Portals:** Electronic portal, community website, document publishing
- Board Administration:** Board packets, meeting materials, governance documentation
- Move Coordination:** Move scheduling, delivery scheduling, staging activity
- Access Management:** Elevator access, contractor access, building calendars
- Financial Administration:** Income administration, expense administration, fee collection
- Insurance Documentation:** Certificates of insurance, proof of insurance, vendor records
- Office Applications:** Microsoft Office, document preparation, spreadsheet tracking
- Resident Resolution:** Dispute tracking, issue escalation, practical solutions

PROFESSIONAL AFFILIATIONS

- Community Associations Institute, M 100 professional learning community.
- Illinois community association management network serving condominium and homeowners association professionals.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST