

Li Clarke

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SUMMARY

Front desk and residential services professional with four years of experience supporting busy multifamily communities, residents, guests, vendors, service providers, and deliveries. Provides calm, courteous coverage while working independently, controlling **building access**, verifying visitors, organizing packages, and maintaining reliable **daily records**. Handles resident concerns with diplomacy, reviews leases and property procedures, documents **follow up**, and communicates clear guidance during active shifts. Recognizes auditory and visual alarm notifications, follows emergency procedures, and supports a safe reception environment. Brings practical judgment, **critical thinking**, phone support, computer skills, and careful organization to resident facing operations. Comfortable with early mornings, weekends, flexible scheduling, on call needs, extended standing, walking, climbing, and lifting up to 50 pounds.

EXPERIENCE

Front Desk Associate October 2024 - Present
Suncoast Community Management St. Petersburg, FL

- Provides independent front desk coverage for a 310 unit residential community, supporting secure access, resident service, delivery coordination, emergency awareness, documentation, and smooth daily operations.
- Welcomed residents, guests, contractors, and service providers during independent coverage at a 310 unit community.
 - Verified **visitors** through resident authorization and property protocols, supporting secure entry with courteous service.
 - Organized incoming **packages** and **deliveries**, maintaining receipt records and resolving routing questions before resident release.
 - Monitored safety notifications and followed emergency procedures during alarms, sharing clear information with residents and personnel.
 - Reviewed **leases** and operating procedures to resolve access, delivery, amenity, and service visit concerns.
 - Maintained shift logs, incident **forms**, vendor records, and resident communications for reliable staff handoffs.

Resident Services Coordinator October 2022 - September 2024
Gulfview Property Services Clearwater, FL

- Supported resident services for a multifamily property with more than 200 homes, balancing reception, phone support, visitor coordination, records, package workflows, and safe weekend operations.
- Supported reception and **phone** inquiries for a multifamily property with more than 200 homes.
 - Applied access procedures during guest and vendor arrivals, escalating unusual requests through proper channels.
 - Organized package intake and resident notifications during heavy delivery periods, improving pickup documentation.
 - Addressed **resident complaints** with diplomacy, gathered facts, and tracked unresolved matters through management handoff.
 - Reviewed leases, community policies, and written procedures before providing accurate routine resident guidance.
 - Supported weekend coverage with safe reception areas, standing, walking, and material handling duties.

PROJECTS

Residential Access and Delivery Workflow 📅 2024
Created a practical workflow for visitor verification, package receipt records, resident notifications, and staff handoffs across busy residential operations.

Emergency Desk Response Documentation 📅 2025
Built a clear desk reference for alarm awareness, incident documentation, resident communication, and timely escalation during active property shifts.

LEADERSHIP & AWARDS

- Recognized by property leadership for dependable independent front desk coverage and calm resident service.
- Selected as a trusted resource for access questions, package coordination, and accurate operational records.

EDUCATION

Associate of Science in Hospitality and Tourism Management 2022
St. Petersburg College GPA: 3.5 St. Petersburg, FL
Coursework: Customer service, hospitality operations, property services, business communication

CERTIFICATIONS

- American Red Cross First Aid 📅 2025
- American Red Cross CPR and AED 📅 2025

TECHNICAL SKILLS

- **Front Desk Systems:** Personal computer, front desk software, phone systems
- **Access Management:** Visitor verification, resident authorization, entry records
- **Delivery Operations:** Package intake, delivery routing, pickup documentation
- **Safety Procedures:** Fire alarm awareness, emergency response, incident escalation
- **Documentation Tools:** Shift logs, incident forms, vendor records
- **Property Documents:** Leases, community policies, technical procedures
- **Communication Channels:** Phone support, resident communications, staff handoffs
- **Customer Service Methods:** Complaint resolution, guest guidance, diplomatic service
- **Administrative Operations:** Daily records, forms, follow up tracking
- **Workplace Readiness:** Standing, walking, climbing, material handling

SKILLS

- | | | | |
|------------------------|---------------------|------------------------|------------------------|
| • Customer service | • Critical thinking | • Access control | • Emergency procedures |
| • Interpersonal skills | • Problem solving | • Visitor management | • Daily records |
| • Organization | • Judgment | • Package handling | • Phone support |
| • Communication | • Decision making | • Complaint resolution | |

PROFESSIONAL AFFILIATIONS

- Residential property services professional supporting residents, guests, vendors, and service providers.
- Hospitality and tourism graduate focused on courteous service, clear communication, and safe daily operations.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST