

MAHDIEH JAZAYERI

CONTACT

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EDUCATION

HUMBER COLLEGE

Property Management Designation (IHM)
2023-2025

TOURISM MANAGEMENT B.A

Bachelor of Tourism Management
2008-2012

SKILLS

- **Administration & Finance:** data entry, invoicing, AP/AR, budget tracking
- **Property Management Tools:** Yardi, MS Office Suite
- **Tenant Relations:** customer service, conflict resolution
- **Data Analysis & Reporting:** Excel (financial tracking, occupancy reporting)

CERTIFICATIONS

- WHMIS
- CPR & AED
- Smart Serve
- Supervisor Competency

ABOUT ME

Results-driven property management professional with experience in housing services, lease administration, and property operations. Skilled in tenant relations, vendor coordination, and financial processing, with proven ability to maintain accurate records and reports. Holds a Property Management Designation (IHM) from Humber College, combining formal training with hands-on expertise.

WORK EXPERIENCE

SUPPORT SERVICE WORKER

Blue Door Shelter, East Gwillimbury, ON (Oct 2024 – Present)

- Oversaw daily shelter operations, supporting 150+ residents and ensuring smooth service delivery across housing, food, and wellness programs.
- Maintained accurate client records in compliance with privacy standards, reducing data-entry errors through diligent tracking and verification.
- Served as first point of contact for residents, resolving an average of 15–20 inquiries per shift, and escalating complex issues to management when needed.
- Built trust and rapport with vulnerable community members through empathetic support, contributing to a 15% increase in resident satisfaction scores.

PROPERTY MANAGER

Diba Property Management, Tehran (2020-2023)

- Coordinated tenant move-ins and move-outs by preparing inspection reports, leasing documentation, and compliance checklists, ensuring smooth transitions for residents.
- Managed vendor scheduling and maintenance work orders, improving service turnaround times by ~20% through proactive follow-up and tracking.
- Handled lease administration and rent collection processes, including tenant chargebacks and deposits, while maintaining accurate financial records.
- Processed accounts payable/receivable, petty cash, and monthly reconciliations, achieving a budget variance of less than 2%.
- Compiled monthly financial and occupancy reports for senior management, streamlining reporting processes and improving decision-making.