

Richmond Hill, Ontario, Canada  
(647) 830-1983  
oxanamalko5@gmail.com  
linkedin.com/in/oxana-malko

# OXANA MALKO

Residential Property Management Professional

## IHM CREDENTIALS

### Candidate Member #2090

Institute of Housing Management (IHM)  
Pursuing AIHM Designation  
Jan 2026 – Dec 2027

## AREAS OF EXPERTISE

Residential Property Operations

RTA Compliance & Lease Administration

Tenant Relations & Issue Resolution

Vendor & Contractor Coordination

Budget Monitoring & Financial Tracking

Yardi Breeze Premier

Microsoft Excel & PowerPoint

Document Organization & Record-Keeping

Project & Schedule Management

Proactive Problem Solving

## EDUCATION

### Property Management Certificate

Humber Polytechnic & IHM  
(IHM-Accredited Curriculum)  
2023 – 2024

### Non-Profit Leadership for Impact

University of Toronto, SCS  
2025

### College Diploma — Manufacture of Reinforced Concrete Structures

Construction College, Kazakhstan  
With Highest Honors

## CERTIFICATIONS

### Property Management Certificate

Humber College & IHM (Joint Award)  
Apr 2024

Credentialed and proactive residential property management professional with a strong foundation in daily operations, lease administration, and tenant relations. Holds a joint Humber College & IHM Property Management Certificate and is an active IHM Candidate Member pursuing the AIHM designation. Brings a unique blend of direct RTA-governed property management experience and a decade of executive leadership in industrial facilities services, providing advanced capabilities in budget monitoring, financial tracking, and complex project coordination. Highly proficient in Yardi Breeze Premier and Microsoft Office, with a track record of maintaining accurate records, fostering positive tenant relationships, and ensuring strict compliance with regulatory standards.

## CAREER DETAILS

### Tenant Operations & Lease Administration Management

Mint Asset Management, Greater Toronto Area | Sep 2025 – Feb 2026

- Property Operations & Maintenance:** Coordinated daily property operations and maintenance activities, responding promptly to tenant issues (e.g., leaks, repairs) and ensuring timely resolutions with service teams.
- Lease Management & Compliance:** Assisted with full-cycle lease administration in Yardi Breeze Premier, including drafting agreements, processing renewals, and tracking compliance with regulatory standards.
- Tenant Relations:** Communicated effectively with tenants as the primary point of contact, addressing inquiries proactively and fostering positive, long-term relationships.
- Record-Keeping & Organization:** Maintained highly accurate records and organized property-related documents, ensuring all lease files and operational logs were easily accessible and audit-ready.

### Operations Lead

Mint Asset Management, Richmond Hill, Ontario | Jan 2024 – Aug 2025

- Financial Tracking & Reporting:** Monitored operational budgets and tracked expenses using Microsoft Excel, assisting with financial reporting and rent roll management to support decision-making.
- Vendor & Contractor Coordination:** Collaborated with the property management team and external contractors to ensure consistent service delivery, adherence to schedules, and operational excellence.
- Process Optimization:** Utilized property management software (Yardi) and Microsoft Office to streamline administrative processes, enhance efficiency, and prepare operational reports.

### Assistant Manager

VP Property Services Company, Richmond Hill, Ontario | 2019 – 2023

- Operational Excellence:** Oversaw daily service operations and quality control, addressing client concerns promptly and ensuring high standards of maintenance and client satisfaction.
- Administrative Support:** Provided strong administrative support, including document organization, schedule management, and team coordination in a fast-paced service environment.

### Founder & CEO

CleanArt Company, International Operations | 2007 – 2016

- Project & Budget Management:** Founded and scaled an industrial facilities service company to 200 employees, directly overseeing large-scale service contracts valued at \$1.5M+, budget management, and contractor coordination over a 9-year period.