

JORGE MOGOLLON

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PROFESSIONAL SUMMARY

Current title is as Property Manager for luxury, 4 rental, 1 Condo, and 1 under construction, residential multi-family buildings totaling over 254 units in the Cambridge area for the past 4 years this May. Currently going into my sophomore year as a full-time online student of Southern New Hampshire University working on obtaining my Bachelor's Degree in Operations Management with a concentration of Project Management.

Due to my current companies structure my role is that more of an Operations Manager wearing multiple hats such as Facility Manager, Human Resources, Property Manager, and so much more. In charge of saving the company money year over year while raising quality, restructuring and growing the team and company, while improving on efficiency, cleanliness, and tenant satisfaction scores with proof available. I believe the added bonus is my years in the hospitality and customer service business that taught me how to value customer, team, product, and company.

WORK EXPERIENCE

Acorn Holdings LLC Property Manager

Cambridge, MA
May 2020 - Present

- For past several years I have been filling the Role of Property Manager, Facility Manager, Human Resources, Tenant Relations, and much more
- Send and assign daily team agendas to control and plan work orders and projects
- Developed SOPs and comprehensive training guidelines
- Deliver Trainings and disciplinary actions whenever needed
- Interviewing, Hiring, and other H.R. responsibilities
- Fill all daily tracking excel sheets
- Place orders, keep inventory, and control spending while ensuring team has everything needed to complete work orders and projects
- Help create schedules and plan preventative maintenance programs and scheduled for all building systems for all properties
- Deliver Trainings and disciplinary actions whenever needed to ensure a high level of service for all our tenants, residents, and team members
- Complete inspections and walk through of all areas
- Control and Create Annual Budget
- Help with emergency calls and being available for my team, company, and residents
- Approve payroll and PTO and Vacations
- Conduct and lead weekly stakeholder meeting and present all numbers and work being completed, planned, tenant issues, building issues, or upcoming outside PM appointments
- Create and Present end of year numbers in all categories to stakeholders
- Constantly evaluating processes and procedures to find areas to improve on all levels
- Helping enforce Lease Guidelines and Rules
- Developing new security measures and procedures
- Creating fobs and keys

- Tracking and scheduling Turnover plans and steps to ensure trying our best to always deliver the best to all our tenants
- Complete move out walk through and sending finalized paperwork to accounting team.
- Helping enforce rent collections, evictions
- Planning Capital Improvement Projects with VP of Development
- Have opened 2 new buildings since 2020 with a 3rd in process and another future one under planning stages
- Completing and regulating punch lists during construction to when receiving Certificate of Occupancy
- Working with Housing Authority, Low-Income, Section 8
- Helping with showings and lease renewals when needed
- There is much more to be able to list and will be happy to review during interview....

Boston, MA
May 2017 – Aug 2019

YOTEL Boston

Director of Housekeeping

- Achieved 96% cleanliness scores YTD via Revinate and A cleanliness rating via AAA inspection score
- Achieved .56 MHOR for entire Cabin Crew Department
- Developed SOPs and comprehensive training guidelines for Cabin Crew
- Fill all daily tracking excel sheets
- Place orders, create rec's and receive in IPOS
- Help create schedules and board assignment
- Deliver Trainings and disciplinary actions whenever needed
- Complete inspections of all areas
- Helped and was part of the original opening team for both Boston and San Francisco Yotel properties
- Completing and regulating punch lists during construction to when receiving Certificate of Occupancy

Sheraton Boston Hotel

Boston, MA

Housekeeping Supervisor

July 2015 – May 2017

- Responsible for any section assigned to ensure that the Room attendants are finishing assigned rooms. Taking Priority to Airline and VIP Rooms.
- Room Inspections
- Ensure all rooms are finished and public areas are maintained clean during night shift. This included planning and executing pop up cleanings to ensure all rooms were ready for 100% occupancy
- Finalizing paperwork
- Ensuring all closing job tasks are completed for the start of the next day

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Springfield, MA

Operations Manager

August 2012 – June 2015

- Here I was responsible for all the day to day operations from all aspects of the customer service call center at first with La Quinta hotels and then with Sonesta Hotels before the company decided to close our office because of it being sold to a new owner and relocated.
- I coached and trained agents on building great customer service to help hit the sales goals that were set each week. This was achieved by weekly coaches from all members of my team from supervisors to general reservation agents to my customer care departments.
- Resolved customer concerns efficiently and courteously via email or phone.
- Created PowerPoint slides that depicted actual progress and numbers on a weekly basis to present to the owners and stakeholders. Also included were, areas of improvement and steps being taken to help achieve set goals.

- Created Standard Operating Procedure Steps to ensure everyone was learning and executing the proper steps so that we were providing the best possible service correctly and efficiently
- Creating and teaching weekly training sessions on what is new and how to incorporate it with what they were doing. Or we would also use it as refresher trainings to keep all agents and supervisors on the same page.
- Cross-trained numerous new call center representatives and continued to aid them in developing their skills to be successful and to be able to grow.
- In charge of over 350 employees in various departments

Honeyland Farms
Store Manager

Springfield, MA
August 2008 to March 2012

- Responsible for the opening and closing of the store,
- Money management,
- stocking and taking care of the cleanliness of the store
- Ordering merchandise
- Scheduling exterior vendors and maintenance weekly and/or when needed
- Filling out paperwork and follow up for license renewals for all aspects of the business

HONORS & AWARDS

- Awarded the Team Lead of the Year Award in 2014
- Completed Advanced Development Program training in Revenue Management at Sheraton Boston 2015-2016
- Member of the international honor society Delta Epsilon TAU
- Since attending SNHU I have remained on the High Honor Roll for entire 2 years and have made the President's List

SKILLS & CERTIFICATIONS

- 1997 Completed GED
- Obtained Property Management degree from Ashworth College 2020
- Currently working on obtaining my B.S. degree in Operations Management with a concentration in Project Management from Southern New Hampshire University online courses with graduation date scheduled for October 2025.