

# Chestina Randles

## **Administrative Professional with 5+ Years Experience in Property Management**

Alma, KS 66401

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To work in a professionally competent environment that will allow me to expand my horizons as well as utilize my skills as a customer service and administrative professional to excel.

Authorized to work in the US for any employer

## Work Experience

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### **Corrections Officer**

Wabaunsee County Sheriffs Office - Alma, KS

July 2023 to Present

- Provide safety and security to incarcerated adults
- Patrol court house to ensure it is clean, secure, and well-maintained
- Supervise inmates throughout the day, including meal times
- Complete incident reports when violence or disorder erupts
- Enforce the rules and regulations
- Report breaches of security or inappropriate behavior to supervisors
- Observe and record mental and physical health and behavioral concerns of inmates
- Cook all meals required during shift
- Handle bookings, fingerprinting, change outs and bail outs that occur during shift

### **OFFICE MANAGER / BOOKKEEPER**

Taylor's Towing and Recovery - Topeka, KS

October 2021 to October 2022

- Answer all phone calls and return missed calls
- Dispatch tow calls to drivers
- Coordinate with drivers and customers
- Accounts payable and receivable
- Submit all billings on a weekly basis
- File away all paperwork pertaining to accounts payable and receivable
- Handle various customer-related issues including but not limited to: towing, repossessions, billings, and mechanical work

### **PROPERTY MANAGER**

Eucalyptus Real Estate - Topeka, KS

May 2022 to August 2022

- Answer all phone calls and return missed calls
- Rent units for owners quickly, good terms, quality tenants
- Conduct detailed move-in and move-out inspections for units
- Complete detailed security deposit refund or collection report based on move out condition of units
- Create folders for new tenants and pulled folders for old tenants

- File away all paperwork pertaining to tenants
- Maintain marketing information
- Negotiate and execute lease agreements to satisfaction of Landlords and Tenants
- Create ads for rental vacancies in newspapers, websites and rental publications
- Enter all rent and security deposit payments and file them appropriately
- Compile and submit multiple reports daily by their designated deadlines
- Submit and maintain collection accounts
- Coordinate and interact with legal council when applicable
- Make court appearances when applicable

### **JUVENILE CORRECTIONS OFFICER (JCO1A)**

Kansas Juvenile Correctional Complex (KJCC) - Topeka, KS

August 2019 to January 2022

- Provide safety and security to incarcerated juveniles
- Patrol correctional facility to ensure it is clean, secure, and well-maintained
- Supervise inmates throughout the day, including meal time and recreational time
- Complete daily reports
- Complete incident reports when violence or disorder erupts
- Enforce the rules and regulations of the correctional facility
- Report breaches of security or inappropriate behavior to supervisors
- Observe and record the progress of juvenile offenders and report it to supervisors
- Observe and record mental and physical health and behavioral concerns of juvenile offenders and report it to supervisors

I am CPR and First Aid certified

I am certified to run both Central Control and Main Entry Control

I have taken and passed the Verbal Judo training course and can effectively apply it in circumstances where a verbal altercation has the potential to escalate.

### **PROPERTY MANAGER / ADMINISTRATIVE ASSISTANT**

WCW Property Management - Topeka, KS

March 2016 to December 2019

- All duties of the Leasing Agent position
- Negotiate and execute lease agreements to satisfaction of Landlords and Tenants
- Create ads for rental vacancies in newspapers, websites and rental publications
- Balance Owner and Tenant accounts
- Enter and issue all Payables and Receivables
- Compile payroll documents and timesheets
- Submit and maintain collection accounts
- Coordinate and interact with legal council when applicable
- Make court appearances when applicable

### **RETAIL CLERK - PART TIME**

Cirilla's - Topeka, KS

August 2017 to June 2018

- Responsible for maintaining a clean store
- Assisted customers
- Strived to meet daily sales goals

- Complied with security and safety measures and enforced store policies
- Restocked inventory as needed
- Keep tester products charged and in working order

### **LEASING AGENT**

WCW Property Management

June 2015 to March 2016

- Answer all phone calls and return missed calls
- Enter all rent payments received
- Rented properties for owners quickly, good terms, quality tenants and usually at higher market rate
- Contacted and followed up with clients to obtain listing appointments
- Conducted detailed move-in and move-out inspections for properties
- Created folders for new tenants and pulled folders for old tenants
- Filed away all paperwork pertaining to owners and tenants
- Maintained marketing information and relayed progress to owners

### **SERVER/CASHIER/BAKER**

Golden Corral - Topeka, KS

January 2013 to May 2015

- Took necessary steps to meet customer needs and effectively resolve food or service issues
- Correctly receive orders, processed payments and responded appropriately to guest concerns
- Communicated clearly and positively with co-workers and management
- Resolved guest complaints promptly and professionally
- Carefully maintained sanitation, health and safety standards in all work areas
- Took initiative to find extra tasks when scheduled duties were completed
- Assisted management with monthly inventory control and weekly stock ordering

## Education

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### **HIGH SCHOOL DIPLOMA**

WASHBURN RURAL HIGH SCHOOL

2014

## Skills

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- Scanner
- Customer service
- Multi-line phone system
- Self-starter
- Microsoft office
- Accounts Payable
- Administrative Assistant
- Microsoft Excel
- Outlook
- Payroll

- Receptionist
- Data Entry
- Property Leasing
- Property Management
- Accounts Receivable
- Office Management
- Security
- Bookkeeping
- Management
- Windows
- Cash handling
- Typing
- Documentation review
- Microsoft Access
- Databases
- Time management
- Leadership
- Supervising experience
- Negotiation
- Assistant manager experience
- Analysis skills

## Certifications and Licenses

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### **Driver's License**

#### **First Aid CPR AED**

February 2021 to February 2023

## Assessments

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### **Work style: Reliability — Proficient**

April 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

April 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Security guard skills — Proficient**

April 2022

Assessing risks, enforcing security standards, and handling complaints  
Full results: [Proficient](#)

### **Working with MS Word documents — Proficient**

April 2022

Knowledge of various Microsoft Word features, functions, and techniques  
Full results: [Proficient](#)

### **Office manager — Proficient**

April 2022

Scheduling and budgeting  
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Groups

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### **GSKSMO - Girl Scouts**

July 2021 to Present

I am a Troop Leader for GSKSMO

### **BSA - Den Leader**

August 2021 to Present

I am a Cub Scout Den Leader

## Additional Information

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### Skills & Abilities

- Customer Service
- Independent worker
- Microsoft Office
- Congenial
- AppFolio
- RealPage
- Multi-Line Phone System
- Able to follow exact directions
- Printer, Scanner, Copier, Fax
- Self-Starter
- Type average of 72 words per minute
- Organization