
Profile

NAKIA
First Name

C
Middle Initial

KAISA
Last Name

[REDACTED]
Home Address

Suite or Apt

ANTIOCH
City

CA
State

94509

Postal Code

Home: ([REDACTED]) _____
Primary Phone

[REDACTED]
Email Address

District Locator Tool

Resident of Supervisorial District:

District 5

Career Strategies Inc.
Employer

Professional Leasing Agent
Job Title

Length of Employment

5+

Do you work in Contra Costa County?

Yes No

If Yes, in which District do you work?

District 5

How long have you lived or worked in Contra Costa County?

8+

Are you a veteran of the U.S. Armed Forces?

Yes No

Board and Interest

Which Boards would you like to apply for?

Affordable Housing Finance Committee: Submitted

Seat Name

Ms. Kaisa, Nakia Celest.

Have you ever attended a meeting of the advisory board for which you are applying?

Yes No

If Yes, how many meetings have you attended?

Unknown

Education

Select the option that applies to your high school education *

High School Diploma

College/ University A

Name of College Attended

Los Medanos College

Degree Type / Course of Study / Major

Business Administration through the "Road Map" program.

Degree Awarded?

Yes No

College/ University B

Name of College Attended

Enrollment Will Be Processed.

Degree Type / Course of Study / Major

TBD

Degree Awarded?

Yes No

College/ University C

Name of College Attended

N/A

Degree Type / Course of Study / Major

Degree Awarded?

Yes No

Other Trainings & Occupational Licenses**Other Training A**

Los Medanos Community Health Care District

Certificate Awarded for Training?

Yes No

Other Training B

Sylan Learning Center

Certificate Awarded for Training?

Yes No

Occupational Licenses Completed:

Please refer to resume.

Qualifications and Volunteer Experience

Please explain why you would like to serve on this particular board, committee, or commission.

Please refer to resume.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

A copy of my resume has been posted.

Upload a Resume

Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

Yes No

Do you have any obligations that might affect your attendance at scheduled meetings?

Yes No

If Yes, please explain:

N/A

NAKIA C KAISA

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Yes No

If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:

If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:

List any volunteer or community experience, including any advisory boards on which you have served.

Svdp, White pony express, Hope Solutions, Habitat for Humanity, Souljahs Church,

Conflict of Interest and Certification

Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)

Yes No

If Yes, please identify the nature of the relationship:

N/A

Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?

Yes No

If Yes, please identify the nature of the relationship:

N/A

Please Agree with the Following Statement

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

I Agree

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: (1) file a Statement of Economic Interest Form also known as a Form 700, and (2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
 - (1) Mother, father, son, and daughter;
 - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 - (4) Registered domestic partner, pursuant to California Family Code section 297;
 - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
 - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

NAKIA CELEST KAISA

ANTIOCH, CA 94509 |

CUSTOMER SERVICE/LEASING AGENT PROFESSIONAL

An Administrative Assistant/Leasing Professional, with an organized, conscientious-oriented, and creative work style. Plus an authentic, "Can-Do," even-tempered personality. Able to complete any & all tasks, projects accordingly to efficiency. Able to learn new procedures quickly and accurately in a fast-paced work environment to maintain and ensure a high level of productivity.

Acknowledging Skills:

- Assist and Effectively Serve Customers/Residents
- Prioritizing Tasks
- Resident Retention & Acquisition
- Verbal Communication Skills
- Customer Needs Assessment
- Critical Thinking, and Identify Resources
- Team/Group Interaction
- Resident Care & Safety Protocols
- Meet Leasing Ratio & Exceed Sale Quota
- Ability to Respectfully Mediate/Delegate
- Teamwork and Collaborative
- Researching and Compiling Data
- Data Entry Of Leasing Software
- Office Administration, and Equipment Operation
- Mentoring/Motivating Individuals to Strategic-Project Management
- Able To Maintain 75+ Multi-Line Phone Operation
- Active Planning, Coaching, & Self-Motivating to Facilitate Group Discussion
- Prioritizing Organization to Problem Identification.

Professional Experience

FPI MANAGEMENT, Folsom, CA.

MAR 2022 - DEC 2023

Professional Leasing Agent/Administration Assistance

- Performed quality standard evaluation, and administrative tasks for an 542 market-rate leasing property. Excessively maintaining daily customer service satisfaction such as proper communication of leasing availability, apartment tours, submitting rental applications, move-in/out Inspections, modeling touring units.
- Ensuring time-consuming assignments including information accuracy for credit & criminal background checks, verifying Income, Rental, and Employment verifications for all applicants. Communicating applicant's options for best-results in the properties third party software system generating: Pre-Approved, Approved With Conditions, Approved, and/or Denied. Accurate editing of internal databases for resident's maintenance requests, vehicle registration, demographics, complaints/memo. Accuracy in data criteria and completing due diligence for Property Management Satisfaction.
- Greeted all visitors, completed tour paths & offered complimentary snacks for tours, accommodating move-in specials if any, scheduling move-in/out orientation or inspection to collect monies for move-in/out deposits, monthly rent, utilities, storage, parking, misc, etc.
- Generated property management rental lease accuracy for all new move-ins, lease renewals, and documents for On-Site software. Such as Pet Application, Reasonable Accommodations, Certified Monies, Move-In "Welcome Home" folder providing important property information, Retrieving Renters Insurance, PGE Confirmation, Vehicle Registration, etc.
- Maintained 130+ Incoming phone calls, Managing Resident raffles/Events, Walk-in inquiries while serving an high-demand/high-capacity of Prospects, Applicants, Residents through all forms of communication allowing group/individual customer service/administrative assistance.
- Microsoft Office: Word, PowerPoint, Excel, YARDI, Yield Star, Apartment Leasing Software of Salesforce. Prepared and processed applications, leases, and renewals per company policy and HUD regulatory guidelines.

CAREER STRATEGIES INC., Walnut Creek, CA.

MAR 2020 - JAN 2022

Temporary Leasing Agent/Property Manager.

- Used computers for various applications, such as database management of YARDI, On-Site, Yield Star, Knock System, Website. Proficient in Word, Excel, Power Point, Docs, Grace Hill software. Created, maintained, and entered information into databases under HUD guidelines and regulations.
- Greeted visitors, completed tour paths for every tour, and gave inquiries with approval of a submitted application further instruction on move in orientation or directed them to appropriate persons according to their needs. Operated office equipment, such as fax machines, copiers, or phone systems and arranged for repairs when equipment malfunctions. Tracked, ordered, maintained, and dispensed office supplies.

Education:

Olympic High School, Concord, CA., Graduated With High School Diploma, Class of 2012.