

# Cheryl R. Braly

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Dynamic personality with strong work ethic and dedication to success eager to contribute to the organization. Excellent team-builder and self-motivator with congenial demeanor accustomed to meeting stringent deadlines with accuracy and superseding expectations with enthusiasm. Compassionate disposition with tremendous desire to make a difference by helping those in need.

<b>Specialties</b>	<b>Daily Operations</b> <b>Customer Service</b> <b>Computer Proficiency</b> <b>Team Training</b> <b>Business/Client Relations</b>	<b>Budgets</b> <b>Written Correspondence</b> <b>Recordkeeping</b> <b>Payables/Receivables/Petty Cash</b> <b>Reports/Contracts/Legal Documents</b>
<b>Strengths</b>	<b>Conflict Resolution</b> <b>Public Speaking</b> <b>Communication</b>	<b>Time Management</b> <b>Organization</b> <b>Productivity</b>
<b>Certifications</b>	<b>Quality Income Tax Preparer</b> <b>IRS 8823 Audit Guide (2007 &amp; 2009)</b> <b>HUD 4350 Change 30</b>	<b>Tax Credit Specialist (TCS)</b> <b>Certified Occupancy Specialist (COS)</b> <b>Housing Tax Credit/Revenue Bond</b>
<b>Career History</b>	<b>Provident Management, Inc. (11/08-2/10)</b> <b>Pacific West Management (3/04-11/07)</b> <b>Lincoln Property Company (02/01-3/04)</b>	<b>Director of Compliance</b> <b>Compliance Supervisor</b> <b>Compliance Specialist</b>

Administered program compliance on up to 35 affordable housing communities across the US by implementing standardized compliance practices designed to guarantee program requirements were met while evaluating property dynamics with the management team to form the most effective plan of action for increased occupancy and owner revenue. Supported team members by conducting affordable housing seminars intended to give a greater understanding of the program requirements and achieve superior audit results. Strengthened owner relations with investors and monitoring agencies by demonstrating professionalism and contributing quality solutions to possible compliance concerns. Completed owner reports in accordance with program requirements to certify continued compliance.

<b>CMA Management</b>	<b>(2/08-11/08)</b>	<b>Community Association Manager</b>
<b>Lincoln Property Company</b>	<b>(9/98-02/01)</b>	<b>Business Manager</b>

Supervised daily operations on six homeowners' associations and several apartment communities by creating manageable budgets which promoted net operating income growth and controlled expenses, monitoring cash flow to secure financial stability, enhancing community appeal by assessing property needs and recommending plans for revitalization so as to generate qualified prospects and preserve valued residents, and selecting capable vendors for repairs to ensure excellent service at a competitive price. Facilitated meetings with Board of Directors, homeowners, and residents to encourage community unity, resolve disputes, limit liability, and protect association integrity by addressing concerns promptly, clarifying document information when misunderstood, and exhibiting fairness in each situation. Mentored team members seeking advancement opportunities within the company by providing in-depth instruction on company procedures.

**Jackson Hewitt**

**(1/10-4/10)**

**Income Tax Preparer**

Simplified federal income tax process for clients by communicating IRS regulations for filing returns, answering eligibility questions, discussing statute revisions for the tax season, reviewing potential credits and deductions for the taxpayer, explaining remittance options and timelines, preparing taxpayer returns for electronic submission, and finalizing tax forms for IRS acceptance. Minimized fraudulent transmissions to the IRS by carefully examining taxpayer, spouse, and dependent information for misrepresentations intended to reduce tax liability in order to receive a larger refund. Cultivated customer satisfaction by listening to taxpayer, identifying current and future allowable incentives for financial benefit, establishing trust in preparer knowledge, and valuing taxpayer time by offering convenient bank options with tax return preparation.

**Highlights**

Saved owners and investors from tax credit recapture, penalty fees, and interest valued between \$100 and \$1000 per occurrence or in excess of six figures collectively on six tax credit communities reviewed in 2009 by restructuring the property compliance qualification system and correcting outstanding non-compliance items resulting in the first reports by the monitoring agency in three years for “No findings” of non-compliance and compliments for file organization.

Transformed the significance of compliance on affordable housing communities within the company and prospective clients by co-authoring the compliance department policy manual containing affordable housing program guidelines, accepted qualification procedures, and potential ramifications of non-compliance while simultaneously launching a solid training foundation for team members to achieve perfect or near perfect audit results.

Maintained occupancy levels at or above 95% and generated a 5% or greater positive net operating income per quarter for the owner while operating a multi-million dollar asset under stringent budget requirements.

Tripled the size of the affordable housing portfolio from ten communities in Dallas to thirty communities in eight states following a successful reputation for flawless audits which increased company profit margins.

Customized property specific affordable housing training programs for twenty five apartment communities in eight states by combining property program information with federal, state, and private affordable housing agreement requirements to educate over 100 team members in two years and ensure program compliance throughout the designated property compliance period.

**Personal  
Attributes**

**Integrity  
Flexibility**

**Perseverance  
Dependability**

**Software  
Systems**

**Remanage; CINC; Yardi; One-site; Realeum; Rentroll; Citrix; Track Pro; Info Trac; AMSI; MS Office: Word / Excel / Outlook; Adobe: Acrobat / Reader**

**Notary Public**

**2000-2004**