

Joseph Cenni

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Education

Arizona State University – pursuing a bachelor's degree in Technical Communications

Current

Chapman University – completed five semesters; studied business administration

Sept 2019 – Dec 2021

- Golf Team – NCAA Division 3 – Captain - Fall 2021 and Member – Fall 2019 to Fall 2021

Work Experience

John Stewart Company, San Francisco, CA

Jun 2024 – Present

Resident Administrator (January 2025 - Present)

- Create and maintain “how to,” “timeline,” and “frequently asked questions” documents to streamline the applications process for prospective tenants.
- Compose and send email communications to applicants on the next steps, deadlines, and additional or missing documentation required.
- Update the City of San Francisco housing project tracker weekly with status for each applicant.
- Compose weekly summaries on project status for senior management and City of San Francisco.
- Meet with all applicants to review open items on the applications and outline all required documentation for application to be processed and approved.
- Complete verifications of employment, run credit checks, and identify outstanding issues for approval.
- Enter application data into Yardi without error and prepare a corresponding paper copy of application.
- Maintain application statistics, unit availability, and move in data in MS Excel for Leasing Director.

Resident Administrator (June 2024 – December 2024)

- Answered phones, greeted visitors to the management office, and assisted with unit issues.
- Responded to requests for repairs – entering work orders, contacting maintenance team members.
- Coordinate with tenants on resolution of repairs to units – scope, timing, and completion.
- Collected rents and applied payments to the tenant ledger.
- Composed and sent tenant communications on late notices, payment plans, and options.
- Provided administrative support for the Property Manager and senior management team – file management and organization, copies, and preparing office communications.

Better Earth, San Francisco, CA

Jan 2021 – Jul 2022

Solar Sales Representative

- Conducted 50-60 on door engagements daily with homeowners to present value proposition and obtain a commitment to a sit-down meeting – setting up over 10 appointments per week.
- Sold 32 systems with successful installations.
- Refined value proposition and cold call scripts to increase results and effectiveness of sales efforts.
- Prepared and presented proposals for homeowners illustrating cost comparisons to solar versus PG&E energy solution and long-term cost effectiveness including cash and financing options.
- Prepared and processed sales orders for both cash sales and financing ensuring accuracy.
- Communicated with homeowners and install team on scheduling permitting and installation process.

Skills

- Strong presentation, public speaking, networking skills, and account management.
- Proficient in Microsoft Word, Excel, Outlook, PowerPoint, Canva, Wix, Google Suite, Boston Post, Yardi.
- Outstanding written and verbal communication skills.

Interests

- Golf – 2 handicap, running, personal fitness, and skiing.