PROPERTY & OPERATIONS MANAGER

Bob Bishop

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AT A GLANCE

9+ yrs
Property & operations leadership

7 roles
Across 4 industries

5 yrs
Owner-operator of own business

2026
Business Consultant Certificate

CORE SKILLS

Property Management
Yardi Voyager · **AppFolio** · tenant screening · background & credit checks · leasing & lease enforcement · rent collection · move-ins/move-outs · inspections · preventive maintenance · vendor management · compliance

Leadership & Operations
Team leadership · hiring & training · scheduling · project management · inventory & procurement · process improvement

Financial
Budgeting · P&L · labor cost control · cash handling · payroll records · invoice reconciliation · forecasting · reporting

Customer Service & Logistics
Tenant & owner relations · conflict resolution · escalations · route efficiency · site & food safety

CERTIFICATIONS

Business Consultant Certificate
International Association of Professions Career College
October 2026

Valid Driver's License

EDUCATION

High School Diploma
Ohio Connections Academy (Remote)
2015

PROFESSIONAL SUMMARY

Property and operations manager with 9+ years running residential portfolios, leading teams and managing daily operations. Hands-on with Yardi Voyager and AppFolio across the full tenant lifecycle, from screening and leasing to rent collection, maintenance and move-out. Former owner-operator who trains staff, controls costs and keeps residents, owners and customers satisfied. Business Consultant Certificate (2026).

EXPERIENCE

Contracted FedEx Delivery Driver
2023 – Present
SB Delivery

- Run assigned FedEx routes on schedule, managing time and route efficiency and resolving access and customer issues in the field.
- Support the owner with management duties and assist fellow drivers to strengthen daily team performance.

Senior Property Manager
2023 – 2024
Cooper Management Services · Tacoma, WA

- Managed day-to-day operations for a portfolio of single-family homes and apartment complexes: repairs, maintenance coordination, move-ins and move-outs.
- Collected rent and tracked balances in Yardi Voyager and AppFolio; screened applicants with background and credit checks.
- Served as main point of contact for residents and applicants, resolving concerns promptly. *(Company sold by owner.)*

Assistant Manager
2021 – 2023
Abby's Legendary Pizza · Myrtle Creek, OR

- Ran opening and closing operations, cash counts, video lottery reconciliation, sales reports and payroll documentation.
- Trained new hires, led peak-hour shifts and staff meetings; managed inventory to cut waste and enforced food safety standards.

Travel Agent Supervisor
2019 – 2021
Amtrav · Remote

- Supervised customer service and booking operations, running call monitoring and QA checks for policy compliance.
- Negotiated discounted airline, hotel and car rental rates to maximize client savings; reconciled billing with accounting and vendors.
- Produced monthly reports on bookings, revenue per client and satisfaction; used survey data and scheduling to cover peak hours while limiting overtime.

Traffic Control Lead
2016 – 2021
United Traffic Control Services · Kalama, WA

- Led and trained new crew members on safety procedures; partnered with project managers on traffic control plans and served as liaison with drivers and residents.

Property Manager / Owner
2015 – 2020
Bish Cleanup · Kelso, WA

- Owned and operated a property management business covering multiple properties, from inspections and repairs to renovations and tenant turnover.
- Negotiated and enforced leases, kept properties compliant and reported performance and financial results to owners.
- Turned vacant units for move-in and oversaw landscaping, tree work and irrigation; controlled purchasing costs without sacrificing quality.

Assistant Manager
2018 – 2019
Pizza Hut · Longview, WA

- Built weekly schedules to control labor costs, assisted with hiring and training, managed vendors and tracked sales and inventory in POS.