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BAC-9076

Contact Information

Contact Name	Tralaine Bigbee	Home Address	[REDACTED]
Preferred Phone	[REDACTED]	Home City	Denver
Preferred Email	[REDACTED]	Home State	CO
Other Phone		Home Zip	[REDACTED]
Other Email	[REDACTED]	County	Denver
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
SSN		Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Commission for People with Disabilities	Other boards or commissions served	
Status	New		

Work Information

Employer	[REDACTED]	Work Address	[REDACTED]
Position	[REDACTED]	Work City	Denver
Business Phone #	[REDACTED]	Work State	CO
Work Email		Work Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Denver	Special Information	
Denver City Council District No	Unknown	Registered Lobbyist	
Conflict of Interest Explanation		Conflict of Interest	

Education and General Qualifications

Name of High School		Name of Graduate School	
Location of High School		Location of Graduate School	
# of Years Attended High school		# of Years Attended Graduate School	
Did you Graduate High School		Did you Graduate	

Graduate Major

Name of College
Location of College
of Years Attended College
Did you Graduate College
Undergrad Major

Reference Details

Reference Name #1 [REDACTED]
Reference Phone #1 [REDACTED]

Reference Email #1 [REDACTED]
Reference Address #1

Reference Name #2 [REDACTED]
Reference Phone #2 [REDACTED]

Reference Email #2 [REDACTED]
Reference Address #2

Reference Name #3 [REDACTED]
Reference Phone #3 [REDACTED]

Reference Email #3 [REDACTED]
Reference Address #3

Agree to a background check

Owner Esther Lee Leach

Created By Denver Integration, 8/8/2023 10:03 AM
Last Modified By Jason Armstrong, 4/16/2024 10:20 AM

Notes & Attachments

Tralaine.Bigbee.Resume2022.pdf

Type	Attachment
Last Modified	Denver Integration
Description	View file

Tralaine Bigbee

Association Assistant Manager

Profile

Association assistant manager support professional offering versatile management skills, specializing in award winning customer service and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

Education

Brookhaven College – Dallas, TX

Relevant Courses

- MS Office 2007
- Communication Skills for Executive Assistants
- Professional Office Procedures

Gateway Community College - Phoenix, AZ

Business Administration

Key Skills

Office Skills:	Office Management Records Management Database Administration	Spreadsheets/Reports Event Management Calendaring Minute Taker	Front-Desk Reception Executive Support Travel Coordination
Computer Skills:	MS Word MS Excel MS PowerPoint Envoy	MS Outlook Photo Shop Dreamweaver cs5 Constant Contact	Reports & Documentation Tops Buildinglink/Keylink CityCync
Customer Skills:	World-Class Customer Service Troubleshooting/ Problem Solving Up-Selling/Sales Support	Call Center Operations Technical/User Support Complaint Handling	

Experience

Brown Community Management Optima Biltmore Towers

Assistant Community Manager 2019 – 2021

- Event planning and coordination all community events
- Assist with annual budget
- Complete monthly financial credit card reports
- Train and supervise front desk concierge staff
- Oversee and coordinate annual resident registration
- Update and maintain BuildingLink database for all new homeowners and tenants
- Review and submit requests for vendor bids and contracted services
- Attend association meetings, including, but not limited to annual, turnover, committee, executive session, open session.
- Minute Taker for onsite property meetings and several other associations as needed

- Assist with and/or prepare Board packets, PowerPoint presentations, agendas, and community calendars in preparation for scheduled and unscheduled meetings
- Communicate in-person, telephone, and/or via email to Board members, homeowners, contractors, and vendors regarding community business in a timely manner
- Current knowledge of governing documents, applicable state statutes, and local ordinances that apply to my assigned communities
- Work independently, with little oversight, in the community manager's absence
- Demonstrated a positive attitude and work well under pressure
- Share afterhours emergency phone duties (as directed by the community manager)
- Email weekly community updates and notices
- Oversee association violations and compliance issues
- Manage association calendar
- Coordinating and scheduling for front desk coverage
- Track, update, and file association documents
- Coordinate move-in/move-out, orientations, amenity reservations, unit access, deliveries, association maintenance repairs, etc.
- Meter reading reports
- Observe/Report necessary construction projects details to the community manager to ensure success of the project
- Set up and assist with Board training when needed
- Inventory
- Order supplies
- Provide management services in compliance with the terms of the management contract
- Assist Board members and homeowners with conflict resolution
- Conduct daily site reviews and provide oversight of related compliance matters
- Work closely with building engineer, housekeeping, and maintenance to ensure upkeep of common areas, preventative maintenance, compliance of local ordinances and governing documents

**City Property Management- Phoenix,
Corporate Office/The Summit at Copper Square**

**Assistant Community Manager
2018 - 2019**

- Community assistant for a portfolio of communities that included single family homes, townhomes, and condominiums
- Set up and assist with Board training when needed
- Inventory supplies
- Order supplies
- Provide management services in compliance with the terms of the management contract
- Assist Board members and homeowners with conflict resolution
- Conduct daily site reviews and provide oversight of related compliance matters
- Work closely with building engineer and maintenance to ensure upkeep of common areas, preventative maintenance, compliance of local ordinances and governing documents
- Review and submit requests for vendor bids and contracted services
- Attend association meetings, including, but not limited to annual, turnover, committee, and Board
- Minute Taker for several associations as needed
- Assist with and/or prepare Board packets, agendas, and calendars in preparation for scheduled and unscheduled meetings
- Communicate in-person, telephone, and/or via email to Board members, homeowners, and vendors regarding community business in a timely manner
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- Meter reading
- Observe/Report necessary construction projects details to the community manager to ensure success of the project

Landmark Towers Condominiums - Phoenix, AZ

Administrative Assistant 2016 - 2018

Performed the same basic functions as I did at Twenty-One Turtle Creek before being promoted to City property management as a Community Assistant.

Twenty-One Turtle Creek Condominiums - Dallas, TX

Administrative Assistant 2013-2016

Responsible for the smooth flow of the front desk at a luxury High-Rise. Managed and prioritize maintenance work orders, invoicing, coordinated unit access when needed and addressed questions and concerns of homeowners, guests and vendors. Assisted with directing the operational efforts of the valet department, to ensure guest vehicles are parked and retrieved immediately. Assist management with move-ins and move-outs, property tours, leasing, coordinated the efforts of moving companies, and amenity reservations to ensure they are abiding by the rules and regulations of the Association. Monitored the Associations surveillance system and reporting suspicious activities to Management and proper authorities. Trained and supervised new hire employees and filled in shifts at other properties as needed.

Highlights:

- Delivered award winning customer service to residents, guest, and built resident satisfaction and loyalty.
- Provided effective and timely resolution of resident's inquiries.
- Strived for resolution of all issues.
- Employee of the month November 2015
- Maintained a positive and cooperative tone with both residents, coworkers, and management
- Entrusted to train and supervise new employees.
- Proficient in Buildinglink and Keylink

As an Administrative Assistant for Twenty-One Turtle Creek Condominiums, I would: Organize and provide documents, reports and information to department and external clients in a useful and well-organized manner

- Create and maintain active files
- Schedule travel, coordinate with travel agency and prepare travel expense reports accordingly
- Plan meetings and conference calls and arrange and manage meetings
- Take and compile minutes of meetings
- Initiate purchase requisitions
- Order office supplies and equipment
- Maintain files and folders
- Maintain weekly schedules for employees
- Handle and screen telephone calls, routine mail and reallocate as required
- Train and supervise concierge and valet staff
- Process client orders, invoices, and payments
- Create and maintain database records
- Manage front desk operations
- Liaise with local authorities and vendors
- Manage calendars
- Plan and organize meetings and events