LISA ROSA | HEAD CONCIERGE

PROFESSIONAL SUMMARY

Highly communicative professional with more than 15 years of expertise as Concierge for high-end luxury residential buildings. Team player with ability to provide exceptional guest service. Resident-oriented, self-starter able to provide valuable service to clients and guests.

- Greet residents and guests professionally while maintaining a welcoming, clean, and orderly lobby environment.
- Provide knowledgeable assistance regarding building amenities, services, directions, and general resident inquiries.
- Deliver discreet, professional service to residents, including high-profile individuals, while maintaining strict privacy and confidentiality.
- Monitor lobby traffic, guest arrivals, deliveries, and resident access while communicating relevant information promptly.
- Receive, process, track, and inventory **500+ packages daily** using BuildingLink, including incoming/outgoing mail, shipments, and laundry.
- Manage resident permissions-to-enter, guest authorizations, access instructions, and key control using BuildingLink and KeyTrak.
- Maintain detailed shift notes, pass-on logs, calendars, and records to ensure seamless communication between shifts.
- Address resident concerns, submit and monitor work orders, document changes or charges, and coordinate with property management and subcontractors.
- Support leasing and sales departments by assisting prospective residents and coordinating model apartment walkthroughs.
- Supervise lobby operations, provide staffing relief, and assist with training and onboarding new employees.
- Monitor security cameras and systems, conduct property inspections, and report safety concerns, damage, vandalism, or other incidents to management.
- Utilize BuildingLink, mobile applications, radio communication equipment, and other technology to support efficient daily operations.
- Provide hands-on resident assistance, including unloading vehicles and handling luggage, groceries, strollers, and other belongings.

EXPERIENCE	DATES
Skyline Tower | AKAM | 802 Units Luxury 67 story building in Long Island City	2/2021 - 9/2025
Slate Properties | Oriana | 461 Units Luxury 39 story building in Sutton Place neighborhood	1/2017 – 10/2019
Coliseum Park | AKAM | 608 Units 2-acre, two building co-op in Columbus Circle neighborhood	11/2015 – 01/2017
Related Management | MiMa & 1MiMa Tower | 814 Units Luxury private residence in Times Square Area	06/2011 – 03/2014
Washington Square Village | Apt Complex | 1292 Units apartment complex in a superblock in the Greenwich Village neighborhood of Manhattan	03/2007 – 06/2011

SKILLS

- BuildingLink
- Yardi Systems
- Microsoft Office (Excel & Word)
- Peachtree
- QuickBooks Pro
- JD Edwards
- AS/400