

ETNA MONSALVE

Professional Experience:

Common Interest Development (CID) Portfolio Manager

2/17-2/21	Monsalve Realty Consulting (Seaside, CA)
8/19-2/21	Common Interest Management (Morgan Hill, CA)
3/19-7/19	Associa (Los Gatos, CA)
2/06-2/17	Thelander Management Company (Salinas, CA)

- Manage portfolio of common interest developments
- Identify, maintain stakeholder list and communications
- Build partnerships with local government and non-profit sectors to enhance community living and protect property values
- Develop operating, reserve, and capital budgets while controlling overfunding to preserve non-profit corporate status
- Manage projects such as complex-wide painting, multi-building reroofing, paving, siding
- Master common interest laws and industry standards to design and implement governing policies and adhere to state and local regulations
- Plan project funding, budgeting, soliciting, and create contractor qualifications, negotiate contracts, monitor production and payment schedule, and ensure compliance with legal and building codes
- Develop training curriculum for stakeholders in their roles as governing representatives
- Cooperate with agencies such as Housing Authority to enforce regulations such as mandated moderate income housing requirements within developments and Accessibility

Leasing Manager

8/03-8/05	RINC Organization (Seaside, CA)
6/03-1/04; 10/16-07/17	Paramount Property Management (Monterey, CA)

- Revised and updated all advertising, rental documents, and legal disclosures to comply with California Fair Housing laws and created legally compliant policies and procedures for application review and candidate consideration to prevent long vacancies
- Maintained 100% occupancy of rental community and limited vacancy turn-over period to maximize rental income by maintaining current list of approved applicants
- Created, updated and maintained comprehensive water usage, cost database, and reports, for each of 225 unit meters and for the water main meter to identify leaks quickly and encourage tenant water conservation
- Researched and developed website design and Internet marketing plans to maximize search engine results
- Partnered with other businesses and agencies such as the Chamber of Commerce by packaging services and discount offers to drive clients to other tourist interests such as the Classic Car Package where a weekend stay could include a classic car to participate in classic car events
- Provided customer service to interested candidates in English and Spanish from taking their initial inquiry to meeting and showing properties, to processing applications by verifying credit, tenancy, and employment histories.
- Enforced tenancy regulations, addressed maintenance issues and complaints, and maintained records of all aspects of rental properties, tenants, owners, and occurrences.
- Developed knowledge base of Housing Authority regulations as applied to leasing owners and requirements upon property managers to uphold living condition standards.

- Drafted management and leasing agreements and complied with California Department of Real Estate requirements such as disclosures and legal notices to clients.

Quality Assurance Assistant-Scoring Department

2/01-5/03

Kelly Services at CTB/McGraw-Hill (Monterey, CA)

- Assisted in sample case design used to test the scanning and scoring programs, creating all possible document scenarios to cause "glitches" and corrected bugs before running actual customer products through the system.
- Reviewed data output and text produced by the software for English and Spanish testing products, including the end reports in English and Spanish to ensure clarity, proper language use, and appropriate reference to data.

Tax Clerk

5/99-8/00

City of Norwalk, Office of the Tax Assessor (Norwalk, CT)

- Served as the liaison between residents, property owners, and the assessor by performing property value adjustments directly impacting tax penalties, distributing information, answering questions, scheduling appointments, developing/distributing questionnaires and analyzing results.
- Collaborated and facilitated the development and implementation of policies and procedures pertaining to real estate re-evaluations and database design and maintenance

Community Leadership and Service

- February 2019-Present: Monterey County Planning Commissioner
- 2019 Graduate of Leadership Monterey County, Monterey County Business Council
- August 2015-Present: Restorative Justice Commission, Business Representative, appointed by the County Board of Supervisors-Fundraiser and Workshop Facilitator for the 2016 Restorative Justice Conference in Salinas, CA
- August 2014-December 2015: Democratic Central Committee representative and delegate to the 2015 California Democratic Convention
- August 2014-November 2015 Board Treasurer of the Democratic Women of Monterey County-Organizer of the 2015 panel discussion of Minority Women Facing Discrimination
- August 2015 graduate of ENLACE, Monterey County Community Leadership Program to build bridges between low income and non-English speaking community members and the city government. Co-founded SWAG (Seaside Walking Action Group) to promote an outdoor activity and connect residents to local leaders and electeds
- June 2015 graduate of EMERGECA, a Democratic political training program for women
- 2010-2018: U.S. Army - Religious Education volunteer at the Presidio of Monterey
- 2016-Present: Community Hospital of the Monterey Peninsula Chaplain Services Volunteer

Professional Certifications:

- Project Management Professional (PMP), Project Management International, 2020
- Professional Community Associations Manager, Community Associations Institute, 2014
- Certified Manager of Community Associations, Community Associations Institute, 2006
- California Department of Real Estate Broker License 01490590, April 2005

Education:

- Monterey Peninsula College (Monterey, CA) December 2007, Associate in Political Science
- Sacred Heart University (Fairfield, CT) May 1992, BS in Finance/Business Management
- Lynn University (Boca Raton, FL) August 1989, Associate of Arts in Liberal Studies