JULIAN MERCER

PROPERTY MANAGER

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PROFESSIONAL SUMMARY

Property Manager with 12+ years running multifamily and mixed-use communities for Greystar, Cushman & Wakefield, Lincoln Property Company, and Equity Residential. Keeps occupancy high, budgets on target, and residents satisfied through steady lease administration.

PROFESSIONAL EXPERIENCE

Senior Property Manager Feb 2022 - Present
Greystar, Austin, TX

- Manage a 420-unit community with a $6.2 million operating budget, holding occupancy at 95% or higher for the last 12 quarters.
- Reduced resident turnover from 52% to 43% by streamlining move-in surveys, renewal outreach, and service request follow-up.
- Led a team of 11 leasing, maintenance, and administrative staff, and promoted two team members into assistant manager roles.
- Negotiated vendor contracts for landscaping and janitorial service that saved about $85,000 a year with no drop in service scores.

Property Manager Mar 2019 - Jan 2022
Cushman & Wakefield, Austin, TX

- Managed a 180,000 square foot office and retail property, keeping tenant retention at 88% across a period of rising vacancy in the market.
- Prepared annual budgets and monthly variance reports for ownership, finishing three straight years within 2% of plan.
- Oversaw a lobby and common-area renovation, delivered on schedule and about 6% under budget with minimal tenant disruption.
- Reviewed CAM reconciliations and lease abstracts for 40 tenants, catching billing errors that were corrected before statements went out.

Assistant Property Manager Jan 2016 - Feb 2019
Lincoln Property Company, Dallas, TX

- Supported the manager of a 300-unit community with rent collection, delinquency tracking, and notices, keeping late rent under 3% of billings.
- Coordinated maintenance work orders and vendor schedules so the average repair request closed in 1.8 days instead of 3.
- Processed lease renewals and move-outs for about 150 households a year while keeping files complete for audits.
- Resolved resident complaints on noise and parking with clear follow-up, and cut repeat complaints by roughly a third.

Leasing Consultant Jun 2014 - Dec 2015
Equity Residential, Dallas, TX

- Toured and leased apartments to prospective residents and closed about 14 leases a month against a team target of 11.
- Maintained the model unit and follow-up calls to every guest card, raising the tour-to-lease rate from 24% to 31%.
- Verified applications, income, and references accurately and completed lease signings with no compliance findings in two audits.

CORE SKILLS

Tenant relations | Lease administration | Budgeting | Occupancy management | Vendor management | Yardi | RealPage | CAM reconciliation | Fair housing compliance | Resident retention | Team leadership | Capital projects | Delinquency management | Lease abstraction

EDUCATION

B.B.A. in Real Estate, University of Texas at Austin, Austin, TX

CERTIFICATIONS

Certified Property Manager (CPM) candidate, IREM | State Real Estate License