



Leasing Renewal Consultant

Charles Spangler

Professional summary

Experienced Consultant with over 7 years of expertise in negotiating lease renewals and managing tenant relations for residential and commercial properties. Proven track record of enhancing tenant satisfaction, optimizing lease terms, and ensuring high retention rates. Adept at analyzing market trends, resolving tenant issues, and implementing strategic renewal programs to drive revenue growth and maintain occupancy levels.

Experience

Leasing Renewal Consultant

September 2019 - Now

Pinnacle Property Management / United States, Syracuse, NY

- Successfully negotiate lease renewals for over 250 residential and commercial tenants annually.
- Develop and implement renewal strategies that increased tenant retention by 15% year-over-year.
- Conduct market analysis to adjust renewal terms competitively, ensuring optimal lease conditions while maintaining high occupancy rates.
- Address and resolve tenant concerns and disputes promptly, leading to improved tenant satisfaction and a reduction in lease terminations.

Residential Leasing Agent

March 2017 - August 2019

Urban Living Realty / United States, Syracuse, NY

- Managed lease renewals for a portfolio of 150+ residential units, achieving a renewal rate of 80%.
- Assisted in developing lease renewal policies and procedures, streamlining the process for increased efficiency.
- Provided exceptional customer service by addressing tenant inquiries, resolving issues, and ensuring a positive leasing experience.
- Conducted property showings and prepared lease documentation, maintaining compliance with regulatory requirements.

Professional Affiliations

National Apartment Association (NAA)

Member, since 2022

(365) 8647-7562

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United States, Syracuse, NY

Education

Bachelor of Science in Business Administration

2013 - 2017

State University of New York

United States, Syracuse, NY

Certified Leasing Professional (CLP)

National Apartment Association (NAA)

Certified: April 2020

Property Management Certification (PMC)

Institute of Real Estate Management (IREM)

Certified: October 2017, Renewed 2021

Skills

Lease Negotiation & Renewal



Tenant Relations & Conflict Resolution



Market Analysis & Competitive Positioning



Property Management Software (Yardi, AppFolio)



Excellent Communication & Interpersonal Skills



Strategic Planning & Implementation

