

Charissa O. James

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Professional Summary

Seeking a position in Property Management with strong skills in customer service and conflict resolution. Committed to maintaining a high standard of support, demonstrating cultural sensitivity, and bringing a strong work ethic. Knowledge in California Landlord & Tenant Laws.

Work Experience

Caregiver – Sacramento County In-Home Supportive Services

Sacramento, CA | 09/2008 – 12/2024

- Supported clients with personal care and daily activities, ensuring their well-being.
- Maintained a hygienic and safe home environment.
- Administered medications accurately in accordance with health guidelines.

Support Staff – Volunteer of America

Sacramento, CA | 09/2008 – 03/2009

- Maintained accurate records and documentation of residents.
- Scheduled tours of the homeless shelter, including room, dining, restrooms, and laundry area.
- Monitored security protocols: managed access badges, resident and visitor logs.

Skills

Time Management
Organizational Skills
Team Collaboration
Reliability & Self-Motivated
Problem Solving
Customer Services & Conflict Resolution

Education & Certifications

Successful completion of IREM Sacramento Valley Foundation, R.E.N.E.W. Residential Property Management Training Program – 09/2025