MONIKA LUKENS

Winter Springs, FL - monikalukens@gmail.com - ph: 407-463-6583

Reliable Affordable Housing Compliance Specialist with proven experience in file review and reporting. Skilled in Rent Cafe’, Certenant and Yardi Voyager. My average portfolio consisted of over nine properties and up to 3000 units. Practiced one-day turnaround on new applicant files and re-certifications for regulatory eligibility e.g. Sec 8, Sec 42 and provided guidance and support to site teams and managers to lead teams to consistency in compliance processes and policies and maintained regular communication with Regional Property Manager to implement such policies.

**PROFESSIONAL EXPERIENCE**

**Affordable Housing Compliance Specialist**

Apr 2019 – Sep 2019

RightSource Compliance

Sep 2016 – Apr 2019

Pinnacle Property Management

* Reviewed and evaluated 3rd party affordable housing applications per regulatory tax credit requirements.
* Maintained communications with the site/client to communicate required actions and documentation from the applicant.
* Notified the external and internal supervisor of high-risk files regarding inconsistent documents or disputed income.
* Upheld file accuracy and ensured tics are sealed and compared data with Yardi and ensured matching data for client follow up.
* Compiled data for monthly/annual reports, prepared and submitted regulatory compliance reports to auditing agency on time.
* Identified affordable training opportunities for sites and recommend Affordable Trainer.
* I have maintained a near-zero past due re-certs on average due to continual communication with clients.
* Ensured sensitive data is managed appropriately at all times.
* Microsoft Office competent and bi-lingual.

**Administrative-  Marketing Specialist**

Jan 2000 – Sept 2016

The Tews Company

Wells Fargo

State of Florida

Siemens Corporation

* Served as a liaison with other departments in the resolution of day-to-day administrative and operational problems for four departments and up to seventy employees.
* Created complex reports in Excel and individual score card reports.
* Created step-by-step guidelines for department-specific on-boarding requirements implemented by other admins.
* Scheduled and coordinated meetings, interviews and catering needs.
* Responsible for monthly trade-show registration and set up plus shipping of material.
* Responsible for personnel actions for new hires, changes and off-boarding.
* Created marketing brochure for a technical training program.
* In charge of international travel arrangements and monthly expense reports.
* Translated technical curriculum for a training program in Electronics/Computer Engineering.

**EDUCATION**

**Staatliche Berufsschule I, Fürth, Germany**

* Completed two-year trade school post-secondary

**Seminole State College**

* Attended SSC completing continuing education and personal development courses in
	+ Effective Presentation Skills, MS Office, Team Building and Diversity in the Workplace, Handling Difficult Behaviors, SAP Navigation, and Effective Communication Skills