

Danny

North Miami,



Authorized to work in the US for any employer

Work Experience

Airbnb Host

-Miami, FL

December 2024 to April 2025

- Managed all aspects of Airbnb property operations, including guest communications, bookings, and calendar coordination.
- Ensured exceptional guest experiences by maintaining high standards of cleanliness, comfort, and hospitality.
- Coordinated cleaning, maintenance, and restocking, resolving issues promptly to maintain 5-star guest ratings.
- Monitored earnings, processed payments, and maintained compliance with local short-term rental regulations.
- Built strong guest relationships through responsive service and personalized recommendations, increasing repeat bookings and positive reviews.

HSPRS Case Manager

-Miami, FL

April 2024 to December 2024

- Conduct interviews with facility staff, youth, and prospective sponsors including home visits to make client release recommendations.
- Perform initial post release visit, assessment, and goal-setting, documenting these in treatment plan and safety plan.
- Monitor and document progress on goals through subsequent post-release visits, ensuring adherence to ORR timelines and standards.
- Link client and family with community resources as medical, legal, educational and legal services. • Submit timely reports and maintain communication with lead manager participating in weekly case review.
- Serve as a mandated reporter submitting reports to Child Protective Services as necessary.
- Coordinate and manage travel arrangements for home visits, including out-of-state travel for required visits • Adapt to changes and handle additional tasks as assigned.

Associate Supervisor

-Miami, FL

April 2021 to February 2024

- Leadership and supervision of 12 housing specialist.
- Ensure staff provides professional and comprehensive customer service.
- Conduct the specified percentage level of Quality Control of staff's files.
- Assign/re-assign cases and determinate priority applications
- Review and approve applications before heading to Quality Control department (QC).
- Process Tenant Direct Payment applications and submit it for finance Approval.

- Process Court payment applications.
- Review and provide response to escalated cases from Miami Dade County Public Housing department and Miami Dade Mayor's office.
- Coordinate and discuss with upper management payment alternative on complex cases.
- Staffing with other department alternative of assistance for cases at risk of Homelessness, Relocation and Eviction.
- Provide support and guidance to the staff in regards of question and doubts arising while processing applications.
- Reporting daily attendance to upper management.
- Attending program meetings (productivity weekly report; Supervisors meeting; Hold cases by Finance on pre-payment and payment).

Property Manager

[REDACTED] FL

March 2023 to September 2023

- Acting as a liaison between the board and unit owners.
- Providing notices about meetings, maintenance schedules, and community updates.
- Collecting assessments and fees from unit owners.
- Paying association bills and managing accounts.
- Scheduling inspections and repairs(landscaping, pools, elevators)
- Ensuring compliance with building codes and safety standards.
- Overseeing vendor contracts for services.
- Enforcing the condominium's governing documents (e.g., bylaws, rules and regulations)
- Maintaining accurate and up-to-date records (meeting minutes, owner lists, insurance.
- Preparing and leading board meeting agendas and minutes.
- Hiring and supervising vendors (landscapers, maintenance staff, cleaning service staff)
- Ensuring contracts are competitive, clear, and legally sound.
- Ensuring Local and state health, safety, and building codes.
- Filing reports and documentation required by the state or local government

Case Manager / Intake Specialist

[REDACTED]-Miami, FL

September 2018 to December 2020

- Assist families with completing grant applications, securing documentation, uploading files to the electronic system of record (CRM-Salesforce), and determine eligibility for Rebuild Florida program funded through the U.S. Department of Housing and Urban Development's Community Development Block Grant-Disaster Recovery (CDBG-DR).
- Demonstrate expertise in single family recovery programs including rehabilitation, reconstruction, and elevation and construction management under.
- Monitor for quality and compliance of applications regarding grant awards, environmental reviews, damage assessment inspections, construction closeout, appeal process and compliance.
- Assist with program activities, to include processing, monitoring, tracking, and reporting applications within a functional area with little to no direct supervision.
- Coordinate and handles appeal and grievances; including the client's grievances, appeals, requests and disputes.

Targeted Case Manager

[REDACTED]-Miami, FL

April 2018 to August 2018

- Managed several cases of adults' individuals with mental health disorders, conducted weekly home visits to assess their needs creating long-term care plans/service plans including community resources , and coordinated clinical services with behavioral specialists for Banyan Health System.
- Track and report client's progress within short and long term
- Involves other providers and treating practitioners in the assessment process as needed.
- Keeps close contact with the patient systematically until case is closed.
- Maintains case history records, properly documents according to established regulations and approved standards.

[REDACTED] AZ

August 2016 to March 2018

- Conduct interviews with youths, family members, and/or sponsors to determine integrity of relationships and verify information of the minors during intake process.
- Research and evaluate sponsor profile through law enforcement agencies, using government databases, background check online and other supporting tools.
- Communicate effectively with staff, youths and youths' family, Federal Field Supervisor, GDIT, and other relevant parties to ensure the individual receives maximum benefits.
- Complete assessments, Individual service plan, Significant Incident Report as required by state, federal, and program policies. Coordinate and monitor service delivery for the clients.
- Multitasking and prioritizing daily tasks, including continuous documentation in efforts for individual cases, effectively organizing time to attend meetings, trainings, treatment teams, and/or any necessary task that requires immediate attention.
- Coordinate activities and services for the youths with community institutions

Client Advisor/Sales

[REDACTED]

October 2014 to July 2016

- Delivered exceptional customer service by providing personalized styling advice and product knowledge to enhance the shopping experience.
- Maintained strong knowledge of current fashion trends and Zara collections to effectively assist and upsell to clients.
- Achieved and exceeded individual and team sales targets through proactive engagement and consultative selling techniques.
- Ensured visual merchandising standards were met by organizing displays, replenishing stock, and maintaining a clean and inviting store environment.
- Collaborated with cross-functional teams including stockroom, fitting rooms, and cashier to ensure smooth store operations.
- Handled POS transactions efficiently and accurately while following company procedures for returns, exchanges, and loss prevention.
- Supported inventory management by assisting with stock receiving, tagging, and floor placement in alignment with company policies.

Personal Assistant - Butler

[REDACTED]

September 2009 to September 2014

- Supervised daily operations across multiple departments, including housekeeping and food & beverage, ensuring efficient service delivery within a luxury villa environment.
- Planned and coordinated high-end private events such as weddings, cocktail receptions, formal lunches, and indoor/outdoor activities.
- Provided formal meal and beverage service with a focus on etiquette, discretion, and five-star hospitality standards.

- Managed maintenance and technical services by liaising with contractors, scheduling repairs, and ensuring compliance with service quality standards.
- Organized personal and professional schedules, including appointments, travel itineraries, and special events.
- Assisted with lifestyle management tasks such as packing/unpacking, wardrobe planning, and personal shopping.
- Monitored and certified hotel-standard service quality in collaboration with the Quality and Customer Service departments and the Butler team.

Education

Bachelor of Arts in Social Communication

[REDACTED] Santa Clara, Villa Clara

September 2004 to July 2009

Skills

- Personal assistant experience (5 years)
- Property management (2 years)
- Management consulting (4 years)
- Fair Housing regulations (4 years)
- Hotel Management (2 years)
- Experience with children (3 years)
- Leadership (2 years)
- Fashion retail (2 years)

Languages

- English - Fluent
- Spanish - Fluent
- French - Intermediate

Certifications and Licenses

[REDACTED]

[REDACTED]