



International Product & Project Implementations & Logistics Strategist – Events & Property Management Professional

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PROFESSIONAL TALENTS

- Events Implementation, Planning & Hosting
 - Dynamic events for KAISER, SAMSUNG & INVESTORS
 - Trade-Show Management
 - Corporate Meetings & Parties
 - Strategic, Political & Informative
 - Team Travel (Large Scale)
- Property Management
 - Office & Facilities Management
 - Tenant Relations & Transitions
 - Leasing / Sales
 - Renovations / Staging
- Project Management/Coordination
 - Stakeholder Engagement
 - Vendor Management
 - Change Management
 - Org Readiness
- User Acceptance
 - User Experience
 - User Testing
 - Requirements Gathering
- Resource Management
 - Contractor/Consultant /Task Force Management
 - Onboarding / Flow & Process
 - Team Building/Consensus Building
- Special Corporate Initiatives
 - Conference Room Pilots
 - Problem Resolution
 - Crisis Management
- Product Implementations
 - Development & Planning
 - Sourcing and QC
 - Production Coordination

OVERVIEW

- 17 years of cumulative managerial experience acquired in Europe, Asia, the Middle East and the United States of America
- Eloquent public speaker, presenter and cross functional communicator
- Assimilate and process information quickly
- Enthusiastic and positive team player with a strong work ethic
- Trustworthy and Dependable with a balanced moral compass
- Licensed California Notary
- Focused, action oriented self-starter
- Demonstrated successful analytical and problem solving expertise
- Experienced enterprise proprietary systems professional
- Driven towards high quality production
- Proven relationship builder and corporate liaison
- Skilled event orchestrator, design conception and master of ceremonies
- Artful customer service liaison and change management advocate
- Sharp and astute negotiator and mediator
- Conscientious manager/team leader
- Creative and innovative contributor and product designer
- Respectful, diligent and service oriented subordinate

EXPERIENCE

July 2018: T6- Services - Events - Samsung

Successfully implementing and planning the 2018 Premier Summer Event for the Silicon Valley giant SAMSUNG. With only four weeks to "Go-Live", I was contracted to step in and manage this essential event at a critical stage. Tasked with securing a venue to host 2000 plus employees, design an appropriate international menu, spearhead the event and show flow, develop and implement the security protocol for VIP executives and attendees, coordinate games and amusement while maintaining a strict budget.

Contribution Highlights:

- Stakeholder & executive sponsorship liaison
- Vendor management
- Budget definition and management
- Venue management
- Internal communication coordination
- Event marketing coordination
- Menu design
- Swag coordination
- A/V coordination

October 2015 - June 2018:

T6- Services – Property Management

A property management folio of 7 Properties, 3 SRO Hotels owned by multiple investor groups. Contracted to champion this politically turbulent commercial property management assignment in late 2014, the task was to implement their turn-around plans rapidly. My comprehensive hotel management and project implementation experience made me the ideal person for this assignment.

Initiating an instantaneous business infrastructure, utilizing my proprietary T6 Crash-Cart technology, which I designed and created during an implementation project for healthcare giant Kaiser Permanente.

I assumed the first SRO hotel with 105 rooms 4 months later followed the second with its 85 rooms. Encountering: prodigious vector issues, criminal activity, substance abusing tenants and threats of physical violence were on the daily order. With gentrification as the primary instigator, this politically charged project captured the attention of journalists, news agencies, and government officials. My services allowed the investors to remove themselves from the pressures of news interviews and City Council meetings. Thus positioning me to take an active role in the passing of the historical moratorium on SRO conversions in Downtown Oakland in 2017.

This challenging and often dangerous assignment is a specific attestation of my abilities as a property manager, skilled communicator, corporate liaison, political emissary, and implementation specialist.

Contribution Highlights:

- Create and implementation a business infrastructure plan
- Jumpstarted a dead-end business and produced positive financial returns
- Property management:
 - Performed sales and rental events • Designed marketing materials and produced websites • Managed hotel and maintenance staff • Designed hotel rooms • Reorganized a defunct guest services department • Optimized guest satisfaction by 75% • Public Relations point person for city officials and public safety services groups
- Created logistics for emergency protocols (fire, earth-quake, and deaths)
- Provided analysis of major competitor brands and observed the overall local hotel market, anticipated relevant factors impacting sales, and supported the optimization of trends and opportunities to further build the brand in the area
- Led strategic planning efforts with a focus on business modeling and business case development of product and services within the segment
- Connected the properties with online travel agencies to improve revenue

- Prepared documents and presented to investors and bankers on progress towards strategic goals within the buildings
- Provided historical sales tours
- Created an interactive finance module that tracks rental income vs. expected and unexpected expenses
- Developed a new expense module allowing my clients a professional overview
- Presented case history to the Oakland City Council

August 2014 – October 2015: **TOP FORM – Product Design for X2C**
Executive Director International Product / Project Implementations & Logistics

- 39 New product launches for X2C by D-zine

July 2007 – August 2014: **Kaiser Permanente**

As Executive Analyst Project Implementations & Logistics: The implementation of OneLink, Health Connect, ISD10, FP&A and Claims Connect. Crowned, “The most prestigious projects of the decade”. I was responsible for resource management of a 125 person strong contractor and consultant pool that travelled the regions. My international experience afforded me the skills to coordinate offshore data task force teams of 15 people in India and 10 people in the Philippines. I managed travel and event budgets of \$3.2 million per year and coordinated team travel, program wide. As the project liaison and advocate for change management, I orchestrated and hosted 30 milestone events serving 12,000+ attendees each year.

Contribution Highlights:

- Facilitate large-scale corporate events, parties and training sessions
- Pioneer innovative logistics coordination, for human and inanimate resources.
- Plan, develop, host and lead stakeholder meetings and events
- Define project scopes and gather requirements
- Designer of key strategic initiatives such as: Mobile User Acceptance Testing, Training in a Box, and Satellite Command Centers.

International Work Experience:

Germany, China, United Arab Emirates, Croatia, Austria, Malaysia, Singapore, India, Pakistan, The Netherlands, United Kingdom, Thailand, France, Norway, Ireland, Spain, Sweden, Czech Republic, Poland, Romania, The Continental United States and the Hawaiian Islands.

Languages:

Spoken Fluently: English, German - *In Progress:* Spanish