

What sets my work apart from other candidates is my determination, creativity, and trustworthiness. I have worked very hard to gain and shape my professional skill-sets to make me an asset to your company. I maintain a high level of discretion and confidentiality in all things; I also understand and value my fiduciary responsibilities and how they affect those around me. Additionally, my international management experience has sharpened my ability to navigate cross-culturally, which serves me quite well.

My in-depth hotel management experience makes the transition into property management and community engagement assignments natural and unassuming. The Bay Area is a complex and involving area that requires a unique blend of management skills and hospitality finesse. My past property management assignments have been situated in promising urban locations of the Bay Area, where my employers (clients, property management firms and investment groups) have high hopes and expectations of success. Detailed records management helps to keep things on track, and I am one who goes the distance to make this happen.

Very much at home using technology or a broom, I am a self-starting and creative asset with a gift for logistics. Fortunately, I can reflect on my past facilities management experiences with large organizations, warehouses, and shipping facilities. There is no assignment too small or too challenging for my attention.

For the past few years, I have represented investors, property owners and tenants, managed commercial spaces, apartments and SRO's with grace and efficiency. All of these properties have undergone significant construction and or renovations for which I have been the liaison. One of the eight-story properties I managed was partially occupied during construction, which tested my skills daily. Demonstrating my ability to quickly adapt to my professional environment be it scheduling maintenance appointments, toting a construction site hardhat, clearing trash, showing a unit or presenting at a city council meeting. I am well able to change hats quickly, display and or navigate complex change management challenges as needed. With this project-based assignment, direct involvement with the Oakland City Council was part of my job. I attended scheduled city council meetings to track my client's causes and to speak on their behalf and then reported back on the subjects discussed. Additionally positioning me to take an active role on the moratorium on SRO conversions in Downtown Oakland in 2017. This politically charged project quickly captured the attention of journalists, columnists, news cameras and government officials.

SELF-STARTER: At one location, I arrived on the scene to find little to no functional business infrastructure in place. Not a problem for me! Utilizing the proprietary T6 Crash-Cart technology that I created during a healthcare project allowed me to build an instantaneous infrastructure, providing the means to report out on vital financials and occupancy information.

FLEXIBILITY: With one group, I assumed the first SRO with 105 rooms, four months later came the second with its 85 units. Both riddled with a plethora of challenges, ranging from massive vector control issues to alcohol, drug, and substance abusers and needless to say criminal activity was on the daily order. With a melting pot clientele of people from literally all aspects of life and a dynamic mix of income structures, this assignment was indeed "spicy" and a true testament to my flexibility and ability to think outside of the box and make it happen. Throughout such situations, I know how to maintain my decorum and keep smiling to help my tenants feel at ease.

EMERGENCY READY: All I can say here is, life happens. There can hardly be a value placed on having a seasoned emergency professional at your side when it matters most. I am field and

situation tested in a multitude of conditions. Fire situations, major power outages, large-scale sewage back-ups, injuries, violent tenants and death. I have seen many cases through to a peaceful and secure outcome. I am often the on-call emergency responder for locations.

Composed and genuine in my approach to hospitality, I am morally balanced and trustworthy. I view collaborative work as an art form, and I am the artist. Sculpting relationships and molding productive environments takes a sensitive and steady hand. I am not afraid of committing, rolling up my sleeves, and facing challenging situations. As your dedicated property liaison and implementation specialist, I am ready to serve and assist you wherever needed.

In addition to my industry-based skills, I am passionate about my creative and ethical responsibilities to those around me. A few of my trusted tools are empathy, observation, and listening. Pride of ownership, along with my strong core values, aid me in assessing a canvas before I embark on applying my craft, thus, painting a masterwork of collaboration and professional quality. I have also coordinated some remarkable changes that support humanitarian programs for which I am especially proud. I would very much like to have an opportunity to share my experiences with you while learning from you and your team. Additionally, I bring a sharp design eye to the table and maybe this will be helpful at some stage. I look forward to finding new ways to exceed your expectations. For your reference, please see my contribution highlights listed below.

Contribution Highlights:

- | | |
|------------------------------|------------------|
| 1) ADMINISTRATIVE RELATIONS | (detailed below) |
| 2) TENANT & PUBLIC RELATIONS | (detailed below) |
| 3) FACILITIES COORDINATION | (detailed below) |
| 4) STAFF RELATIONS | (detailed below) |
| 5) FURTHER ADVANTAGES | (detailed below) |
| 6) CURRENTLY PURSUING | (detailed below) |

1) ADMINISTRATIVE RELATIONS

- A property management folio of: 7 Properties, 3 SRO Hotels owned by multiple Investor Groups.
- Maintained files, records, lease agreements, work orders, vendor contracts and other documents.
- Managed the day-to-day administration of the property office:
Ensure the office is clean, professional and in a well-organized manner.
- Answered telephones. Sorted, distributed, open and answer mail/email.
- Responsible for the inventory and ordering of supplies and equipment.
- Coordinated maintenance repair documents, generated and filed completed work orders, and departmental/tenant follow-ups, when appropriate.
- Jumpstarted a dead-end business and produced positive financial returns.
- Performed financial tasks such as rent collections, invoice payments, and analysis of operating statements.
- Enter payments into Systems.
- Prepared and physically made bank deposits.
- Reviewed, approved, and/or seek approval for emergency expenditures within specified budgetary guidelines.
- Interviewed residents.
- Rented units.
- Maintained property wait list and processed applications in conformance with compliance regulations, which included screening, interviewing and processing applicants to fill building vacancies.
- Tracked resident move-in/move-out procedures and unit inspections.

- ▣ Spearheaded sales and marketing tasks.
- ▣ Designed marketing materials and produced websites.
- ▣ Organize files, and electronic data.
- ▣ Monitor department compliance with contracts, including conducting regular file audits and monitoring other building systems, such as tenant complaint and turnover processes, key protocols, etc.
- ▣ Created interactive finance modules that track rental income vs. expected and unexpected expenses.
- ▣ Developed expense modules that allow my clients a professional overview.
- ▣ Developed and coordinated action plans that assure prompt move-in of new tenants.
- ▣ Reorganized a challenged guest service department. Optimized guest satisfaction by 55%.
- ▣ Tracked and reported unusual and extraordinary circumstances regarding the residents or the properties.
- ▣ Managed logistics and relations for emergencies (fires and deaths).
- ▣ Provided analysis of major competitor brands/properties and observed the overall local hotel and residential occupancy markets, anticipating relevant factors impacting sales, and supporting the optimization of trends and opportunities to further build the brand/property 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 and real-estate sites to improve revenue.
- ▣ Prepared documents and presented to investors and bankers on progress towards strategic goals within the buildings.
- ▣ Visited portfolio properties to ensure compliance with company policy while reviewing operations.
- ▣ Fulfill extra responsibilities when there are gaps in staffing.

2) TENANT & PUBLIC RELATIONS

- ▣ Public Relations point person for tenants, city officials and public safety services groups.
- ▣ Provide excellent customer service to residents while building congenial professional relationships with tenants.
- ▣ Ensure efficient and courteous response to all tenant requests.
- ▣ Respond promptly to tenant complaints and incident reports.
- ▣ Exhibited sensitivity and empathy regarding varying cultural backgrounds, economic status and those with special needs.
- ▣ Assisted in ensuring consistent application of property rules and regulations, lease and lease addendums.
- ▣ Meet with tenants formally and informally on a regular basis to address concerns and build rapport.
- ▣ Set expectations for and oversee the quality of property management services provided to tenants, including setting goals and objectives for Supportive Housing Managers (SHM) to improve residential buildings.
- ▣ Prompt response to building emergencies and resident crises.
- ▣ Defined & implemented PR strategies for TTO and Buy Outs as needed.
- ▣ Innovative TTO (Transition Tenants Onward) programs.
- ▣ Assisted connecting veterans & seniors with relative programs.
- ▣ Orchestrating special initiative food drive events.
- ▣ Championed cultural differences and paved the way towards improved relations.
- ▣ Political canvassing.
- ▣ Attended city council meetings.
- ▣ Managed permits and city business.
- ▣ Attended neighborhood meetings and events to better solidify a position in the community.

- ☒ Organize community engagement events to solicit community input on projects.
- ☒ Designed and coordinated social and PR events.
- ☒ Coordinate development activities with all community stakeholders, development partners, design professionals, and contractors.
- ☒ Attended tenant meetings and special events in order to foster strong community relations.
- ☒ Attended and participated in professional activities, meetings, organizations, regulatory agency meetings and inspections, as needed.
- ☒ Represented the agency at eviction and other legal proceedings, as required.
- ☒ Provided historical tours.

3) FACILITIES COORDINATION

- ☒ Managed Commercial facility operations.
- ☒ Collaborated with the appropriate team in the development of property goals related to maintenance and infrastructure upgrades.
- ☒ Renovated hotel rooms.
- ☒ Designed hotel rooms.
- ☒ Analyze bid packets and recommend contractor, monitor progress and process invoices for rehab projects for existing assets in coordination with property and asset management.
- ☒ Monitor and report progress summary of development activities to management.
- ☒ Negotiate and monitor the status of professional service agreements and contracts, reporting variations or discrepancies to management.
- ☒ Track project deliverables and changes to scope, budget and schedule throughout the implementation phase, including attending construction meetings.
- ☒ Organize project collaterals, files, and electronic data.
- ☒ Analyze and tour new housing development project sites for the agency.
- ☒ Supervised work furlough programs.
- ☒ Renovated apartments from the studs upwards.
- ☒ Designed produced and installed furnishings and amenities.
- ☒ Ensured safe management operations and community health and safety at residential buildings.
- ☒ Assisted in resident move-in/move-out procedures and unit inspections.

4) STAFF & VENDOR RELATIONS

- ☒ Managed hotel and maintenance staff
- ☒ Hiring, training, supervising, and motivating the property staff.
- ☒ Hired, managed and coordinated the security teams for the buildings and properties.
- ☒ Directly supervised clerks and temps.
- ☒ Recruiting and hiring for vacant positions.
- ☒ Approved timesheets and expenses.
- ☒ Prepared employee evaluations and recommendations for discipline and promotions.

5) FURTHER ADVANTAGES

- ☒ California Notary.
- ☒ Emergency ready.
- ☒ Mobile and available to travel.
- ☒ Have transport vehicles for property management tasks.
- ☒ Have tools and equipment for maintenance.
- ☒ Have a pool of contractors to help out when needed.
- ☒ Able to work fulltime W2 or as a 1099 Contractor.

6) CURRENTLY PURSUING (for 2019)

CA State Real-Estate License, Tax Credit Specialist, Certified Occupancy Specialist, Spanish Language.