

# JOHN HANLINE COMMERCIAL PROPERTY MANAGER

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## PROFESSIONAL SUMMARY

Commercial Property Manager with 9+ years of experience managing commercial, industrial, and multifamily real estate portfolios exceeding 1 million square feet. Proven track record of reducing operating expenses, recovering revenue opportunities, improving occupancy, and improving NOI through strategic budgeting, vendor negotiations, and operational leadership. Experienced managing complex multi-property portfolios while supporting strong tenant satisfaction and asset performance.

## SKILLS

**Property & Asset Management:** Commercial & Industrial Assets, Tenant Relations, Lease Administration, Rent Collection, Delinquency Reduction, OPEX Management, CAM Reconciliations, Budgeting & Forecasting, Capital Improvement Planning

**Financial & Reporting:** NOI Optimization, Variance Analysis, Monthly & Quarterly Reporting, Expense Control, Recoverable Revenue Identification, Microsoft Excel, Kardin, Yardi Voyager

**Operations & Leadership:** Vendor Management, Project Management, Facilities Oversight, Training & Mentoring, Process Standardization, Occupancy Growth, Customer Service

## RELEVANT EXPERIENCE

### Commercial Property Manager

*Trinity Partners LLC - Charlotte, NC | 10/2024 – Present*

- Oversee day-to-day operations of a 1,000,000+ SF commercial portfolio spanning seven office and light-industrial properties and 75+ tenants.
- Lead budgeting, variance analysis, CAM reconciliation, lease administration, and operating expense management to protect asset performance and support NOI growth.
- Reduced operating expenses by 10% through vendor negotiations, service-level reviews, contract changes, and operational cost controls.
- Coordinate tenant improvements, capital projects, vendor performance, and facilities oversight in partnership with ownership, asset managers, engineers, contractors, and tenants.
- Strengthen tenant relations and retention through proactive communication, lease compliance oversight, service issue resolution, and consistent follow through.
- Standardize operational processes across multiple assets to improve reporting accuracy, vendor accountability, and portfolio-wide consistency.

### Assistant Community Manager, Multi-Site Support

*Bell Partners, Inc. - Charlotte, NC | 2/2024 - 10/2024*

- Supported financial, administrative, and lease operations across a seven-asset portfolio, ensuring consistency in reporting and compliance.
- Led onboarding and training of Assistant Community Managers, improving ramp time and standardizing operational practices across assets.
- Identified and recovered over \$50K in previously unbilled revenue by conducting detailed expense audits, lease reviews, and process improvement initiatives across multiple properties.
- Designed and implemented standardized delinquency management and reporting processes, improving visibility and accountability across sites.

### Assistant Community Manager

*Bell Partners, Inc. - Charlotte, NC | 5/2018 - 2/2024*

- Managed rent collection, leasing administration, and recurring financial reporting across multiple assets, supporting strong occupancy, low delinquency, and consistent asset-manager visibility.
- Achieved and maintained a delinquency rate under 1% annually, and under 3% during the COVID-19 pandemic.
- Generated weekly and monthly reporting packets for asset managers.
- Mentored and trained Leasing Consultants and Assistant Community Managers, improving operational consistency and accelerating employee onboarding across multiple communities.
- Strengthened tenant relations through proactive communication, contributing to a tenant retention rate at or above 75%.

### Leasing Consultant

*Bell Partners, Inc. - Charlotte, NC | 6/2017 - 5/2018*

- Leased 100+ units annually at 55%+ tour-to-lease closing ratio.
- Supported market research and advised on strategic pricing adjustments, boosting occupancy from 89% to 96% within six months.
- Managed all aspects of prospect engagement, from first inquiry to lease execution and move-in coordination.

## OTHER EXPERIENCE

*Clerk, United States House of Representatives, Committee on Natural Resources - Washington, DC | 2/2011 - 10/2012*

*Staff Assistant/Legislative Correspondent, United States House of Representatives - Washington, DC | 8/2008 - 2/2011*

## EDUCATION

**The Catholic University of America - Washington, DC**

Bachelor of Arts, Politics. *Minor: Theological and Religious Studies*