



Commercial Real Estate Management Professional

Accomplished and results-driven professional offering substantial experience leading all aspects of fire/life safety training, commercial property operation, optimizing performance, maximizing asset value, and driving sustainable revenue growth.

Proven expertise in strategic planning, financial analysis, and operational execution to enhance profitability and efficiency of diverse real estate portfolios. Adept at steering multimillion-dollar portfolios, implementing visionary strategies, and navigating intricate real estate agreements. Record in optimizing financial performance, leading diverse teams, and enhancing tenant experiences. Expertise spans from equipment life cycle management to pioneering environmental social governance (ESG) initiatives. Known for shaping inclusive cultures and delivering compelling presentations on Diversity, Equity, and Inclusion (DEI). Deft at elevating property values and fostering operational excellence. Adept at preparing and managing multi-year capital and operating expense plans, implementing effective expense control strategies. Comprehensive skill set in contractor compliance, safety/regulatory adherence, sustainability initiatives, and utility management. Skilled in public speaking engagements, communicating complex concepts with clarity, and engaging diverse audiences. Technically proficient in SharePoint, Excel, Word, PowerPoint, Yardi, MRI, AVID Xchange, MIRO, Canva, and Zoom.

Areas of Expertise

- Team Leadership & Management
- Diversity/Inclusion/Equity (DEI)
- Environmental Social Governance
- Cost Control & Budget Management
- Lease Administration
- Stakeholder & Vendor Management
- Presentations & Train the Trainer
- Bidding & Contract Management
- Fire/Life Safety Programming
- Expert Witness
- Financial Management
- Customer Service & Tenant Relations
- Commercial Property Operations
- Capital Planning & Risk Management
- Property Marketing & Branding
- Public Speaking

Career Experience

Independent Property Management Consultant, Los Angeles

2022 – Present

Develop and execute comprehensive asset management plans to achieve maximum returns on investment. Optimize operational efficiency and tenant satisfaction by supplying specialized support for commercial office buildings. Collaborate on new account acquisition and aid in the selection of brokerage services. Oversee budgeting and financial activities, including operating expense and CAM estimates and reconciliation. Design compelling marketing collateral to highlight property features and attract potential tenants. Utilize creative strategies to market properties effectively and maintain high occupancy rates. Moderate panels and deliver presentations/training on DEI. Drive initiatives that promote diversity, equity, and inclusion within the property management framework.

- Managed eight retail and two office properties, ensuring effective organization and administration.
- Devised and implemented innovative strategies to enhance the value and profitability of property portfolio. Conducted thorough property assessments to identify opportunities for improvement and increased efficiency.
- Maximized financial returns and met budgetary goals by implementing cost-effective strategies and advising vendors on effective relations and presentations to property managers for seamless collaboration.

Jones Lang LaSalle, Minneapolis, MN

Senior General Manager | Vice President | Group Manager

2017 – 2022

Directed property management operations by providing strategic vision and leadership to cross functional teams. Developed and executed annual operating budgets by leveraging expertise in financial planning and strategic resource allocation. Translated and navigated complex real estate operating agreements, ensuring comprehensive understanding and adherence to contractual obligations. Established and optimized all operational facets, including janitorial services, parking solutions, security protocols, and engineering functions. Prepared annual property budgets, scheduled expenditures, and ensured timely collection of monthly rent from tenants. Developed and implemented strategies for determining equipment life cycles, ensuring optimal efficiency and cost-effectiveness. Orchestrated and oversaw events such as parties, project tours, and other concierge programs.

- Attained success in managing the collection of three years' worth of operational expenses.
- Received recognition as the winner of the JLL 2018 special group achievement award for the seamless and successful transition of Riverplace.
- Led and managed two senior general managers, oversaw vast portfolio of over 2.1M square feet of office and industrial properties.
- Served as the dual property manager for a commercial space, a 5-star hotel, and luxury residences & condominiums, managing the distinct needs of three separate parcel owners.
- Spearheaded the successful launch and creation of comprehensive policies and procedures for the RBC Gateway, a groundbreaking Class A mixed-use high-rise development encompassing 1.1M square feet.
- Moderated panels, delivered impactful presentations, and conducted training sessions on positivity and diversity, contributing to positive and inclusive work culture.

Nightingale Realty, Minneapolis, MN

2015 – 2017

Property Manager

Oversaw all aspects of property operations, including janitorial services, parking, security, and engineering, to ensure seamless day-to-day functionality. Translated and navigated complex Real Estate Operating Agreements (REOA), ensuring comprehensive understanding and adherence to contractual obligations. Processed project change requests efficiently, ensuring compliance with agreed-upon terms and conditions. Performed coverage research to oversee repair issues and ensure timely resolutions. Maintained proactive communication with clients and tenants, addressing concerns, and providing strategic solutions to enhance satisfaction levels.

- Optimized financial performance by developing annual operating budgets and forecasts.
- Maximized rental income while minimizing expenses through effective planning and control measures.
- Served as dual property manager for Gaviidae Common, commercial condominium mixed-use property with 4 separate parcel owners.
- Led strategic administration of commercial condominium project, resulting in enhanced operational efficiency, increased tenant satisfaction, and optimized financial performance.

Equity Office Properties (now EQ Office), Los Angeles, CA

2005 – 2015

Senior Property Manager

Administered day-to-day operations, including janitorial services, parking, security, and engineering, to guarantee the highest standards of property functionality. Oversaw the management of other assigned properties, leveraging expertise to drive success across diverse real estate assets. Prepared annual budgets, scheduled expenditures, and kept strict control over financial operations. Wrote, approved, and conducted training for building emergency plans at 5670 Wilshire and other properties within the EOP LA portfolio. Collected monthly rent from tenants, ensuring prompt and accurate financial transactions.

- Maximized rental income while minimizing expenses through strategic planning and control measures.
- Attracted residential tenants by implementing targeted advertising strategies and conducting unit tours for potential lessees.
- Successfully managed 5670 Wilshire, a 27-story high-rise office building, ensuring operational excellence and tenant satisfaction.
- Managed the needs of more than 55 tenants across 40 property spaces, ensuring a positive and productive tenant experience.

Additional Experience

Real Estate Manager, CBRE, Santa Monica, CA

Property Manager, RREEF, Culver City, CA

Property Manager, Legacy Partners, Culver City, CA

Assistant Facilities Manager, CBRE, Los Angeles, CA

Assistant Property Manager, The Price REIT, Los Angeles, CA

Property Administrator, Cushman & Wakefield, Manhattan Beach, CA

Certifications & Designations

Licensed Salesperson, #01207519 - active, State of California
Licensed Salesperson, #40472302 - active, State of Minnesota
Certificate of Fitness (fire/life safety high-rise consultant), expired 2016 Los Angeles Fire Department, CA
Real Property Administrator (RPA®) - active, BOMI International since 2001
Facilities Management Administrator (FMA®) - active, BOMI International since 2001

Education

STAR - *skilled through alternative routes*
Alexander Hamilton High School, Los Angeles, CA

Awards & Achievements

2022, BOMA Minneapolis Chair's Award
2018, JLL Team Special Award
2019 & 2021, presenter BOMA International Conferences
2008, BOMA Los Angeles Member of the Year Award

Media & Publications

[For the Love of Property Management, 2021](#)
[How to Create Your Building's Personality, 2020](#)
[The Next Generation of Technical Jobs, 2019](#)

Committees & Organizations

Member, Toastmasters International Clubs 167
Member, BOMA of Greater Minneapolis
Member, Commercial Real Estate Diversity Collaborative
Member, TEDX Minneapolis
Chair, BOMA of Greater Los Angeles Security and Emergency Preparedness
Member, BOMA of Greater Los Angeles Events