

GLORIA ADLER

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PROPERTY MANAGEMENT EXECUTIVE

Specializing in Optimizing Commercial & Retail Properties

Property Management ♦ Financial & Revenue Management ♦ Team Leadership ♦ Tenant Relations

- ▶ Career of 20+ years ensuring successful property performance by increasing profitability and generating ROI linked to property plans. Consistently meet/exceed owners' budgets, improve operations, control costs, and increase tenant satisfaction survey scores.
- ▶ Champion investment in training and development to create high-performing cultures and achieve business goals. Coach and engage teams for richer performance, inspire ownership to drive results, consistently recognize talent, and create career opportunities.
- ✓ **Proven track record of success sharpening revenue growth strategies through commitment to long-term efficiency and effectiveness to increase property revenues, optimize profits, protect portfolio assets, and sustain growth.**
- ✓ **Exceptional ability to gain buy-in and build collaborative business relationships with stakeholders and tenants.**
- ✓ **Transitioned from multifamily asset management into commercial property management and quickly rose to SVP.**

- **#1 in Tenant Satisfaction**
- **<1% A/R across Portfolio**
- **Property & Owner Insights**
- **5.8M SF of Commercial & Retail Properties.**

Core Competencies Include

Operations Management ♦ Portfolio Strategy ♦ Lease & Contract Negotiations ♦ Third-Party Management Contracts Acquisition/Development Due Diligence, Feasibility Analysis & Market Studies ♦ Financial Analysis, Budgeting & Procurement Leasing & Construction Oversight ♦ Staffing Plans, Recruiting & Development ♦ Building Emergency Preparedness Plans Relationship Building with Owners, Tenants, Asset Managers & Commercial Vendors ♦ Property Inspections

PROFESSIONAL EXPERIENCE

THE COMMERCIAL COMPANY

2006 – present

Senior Vice President, Director of Property Operations (2014 – present)

Vice President (2012 – present)

Promoted to manage majority of CA portfolio upon departure of CA VP. Oversee strategic and financial management, operations, and all aspects of property management engineering team activities. Lead Senior Regional Manager, Regional Manager, and team of 60 property managers in overseeing private, office, retail, and GSA properties.

Manage 5.8 million SF of commercial and retail properties while continuously seeking to improve operations and ensure compliance with operating standards to uphold company brand integrity.
Oversee the #1 property in the region: complex of 5 commercial buildings.

Strategic Planning

- Reformed revenue, budget, and growth strategies to ensure successful property performance by increasing profitability, mitigating risks, and providing ROI in conjunction with owners' property plans.
- Assisted corporate teams with due diligence, feasibility analysis, and market studies on potential acquisitions and development opportunities, improving investment analysis and property valuation with a focus on top-line ROI.
- Monitored all leasing and major construction activity while maintaining close involvement with major lease negotiations and tenant retention activities; leverage knowledge of market conditions in current and targeted submarkets.
- Attained the highest tenant satisfaction survey scores in company: #1 market.

Training & Development

- Transformed work culture to ensure fair, equitable treatment of staff and provide for a high level of staff engagement. Hired top talent and created a motivated team atmosphere, dramatically reducing turnover and lifting performance.
- Introduced formal staff development training 2X per year, working with Human Resources to provide training on employee reviewing, interviewing, and regulatory standards such as asbestos and OSHA compliance.
- Developed building emergency preparedness plans and implemented formal training program for emergency preparedness as well as engineering tool training to comply with local and federal regulations.
- Refreshed team focus and agility to respond to everyday emergency situations in a calm and effective manner.

THE COMMERCIAL COMPANY CONTINUED ...

Portfolio Manager (2010 – present)

Promoted to take charge of entire portfolio for Southern CA market, managing 6 senior property managers and property managers in overseeing private, office, retail, and GSA properties. Helped author mission statement, policies, and procedures.

Process Improvements & Business Growth

- Re-structured portfolio and refreshed management strategies to improve top-to-bottom performance across revenue management, operations, cost control, and tenant satisfaction.
- Met/exceeded owners' budgets year over year across entire portfolio.
- Increased tenant satisfaction survey scores to #1 in the company of all markets across California.
- Trained and developed managers and created a successful team culture of performance and results.
- Created engineering tool training program; developed and managed building emergency preparedness plans.

Senior Property Manager (2006 – 2010)

Transitioned from multi-family asset management into commercial property management, overseeing operations for a high volume of class A, B, and C office buildings in Southern California (9 buildings). Supervised on-site management and engineering staff. Prepared monthly reports and annual budgets.

Property Management

- Consistently met ownership goals on time and on budget; maintained <1% accounts receivable for all buildings.
- Built successful relationships with building owners, tenants, asset managers, and commercial vendors.

SUCCESS, INC.1992 – 2006

Director of Asset Manager (2004 – 2006)**Assistant Vice President (1998 – 2004)****Senior Asset Manager (1994 – 1998)****Financial Analyst (1992 – 1994)**

Progressively promoted based on consistent performance excellence and goal attainment. Managed nationwide portfolio of affordable and market-rate multi-family housing properties. Supervised asset managers, management companies, and local general partners. Conducted property inspections regularly.

Asset Management

- Managed daily operations of 5 properties (1,200 units) through joint venture management company, determining and achieving property goals and specific performance targets for individual assets and portfolio assets.
- Improved portfolio performance by negotiating property workouts, refinancing, sales, and purchase money note payoffs. Negotiated and approved property management contracts, capital improvement contracts, and loan documents.
- Sharpened financial performance by reviewing and approving budgets, cash flow distribution, and owner/lender/SEC reports detailing asset performance. Reviewed financial performance, including audits and taxes.

EDUCATION

Bachelor of Arts (BA), Political Science, University of Southern California

Took graduate courses after earning BA degree.

California Property Manager's License

Computer Skills: Microsoft Office Suite, Yardi Voyager, Kardin, P2P

AFFILIATION

California Apartment Association