

MARNIE I. NOEL

17773 W. Radam Drive, New Berlin, WI 53146

~ Email: marnie.noel@gmail.com

SUMMARY OF QUALIFICATIONS

Knowledgeable leader with over 14 years of experience in change management, customer service, operations management, business development, marketing, advertising, mergers & acquisitions, new business startups, real estate brokerage, property management, and investment management.

PROFESSIONAL EXPERIENCE

Compass Properties – Milwaukee, WI

December 2009-Present

Compass Properties is a privately-owned Real Estate and Investment Management company with close to one million square feet of commercial office, residential and retail space throughout Wisconsin. The largest property in the portfolio is the CityCenter at 735 N. Water Street, Milwaukee, WI.

Director of Business Development

- Developed and maintain excellent rapport with industry professionals
- Created and utilize effective marketing and sales strategies
- Assess, upgrade and market common-area aesthetics, amenities and services of the property
- Designed and manage social media accounts, including increased CityCenter 735 to the top of Google search results for Milwaukee office space
- Created and implemented effective incentives for employees and brokers
- Organize and promote special events (Over the Edge and A Century of CityCenter)
- Strategically advertise, sponsor and attend industry events
- Rebranded the property from 735 to CityCenter at 735
- Increased and promote interest, visibility and desirability of the property
- Arrange and present all property showings

Managing Principal Broker

- Lease drafting, administration and negotiation
- Proposal writing and review
- Renewals and relocations
- Market research
- General advice and guidance

Property/Leasing Manager

- Management of 353,100 square foot complex
- Increased productivity and effectiveness of employees
- Implemented “green” methods for building efficiency
- Oversee and manage construction and tenant improvements
- Arrange tenant appreciation events
- Developed and maintain excellent rapport with tenants
- Streamlined policies and procedures
- Created and maintain building standard finishes and significantly controlled build-out costs

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MyAssist and CallForce Operations – Stevens Point, WI

September 2009-June 2010

MyAssist is a 24/7 mobile concierge call center.

Interim Manager

- Management of call center employees
- Primary operational contact for all accounts
- Assisted with the design and deploy of telephone and case management systems
- Oversaw the operations and customer service areas
- Designed a disaster recovery plan for certain customer service centers
- Implemented preventative solutions
- Developed incentives for customer service agents
- Assisted with marketing and public relations efforts
- Launched social media advertisement campaigns

AIG Travel Guard-Worldwide Emergency

Medical Center – Stevens Point, WI

July 2002-August 2009

AIG Travel Guard is an emergency medical assistance center.

Director

- Launched and managed an emergency medical assistance program offering 24/7 emergency call center services to American Express and Travel Guard International insured travelers worldwide

Medical Assistance Coordinator

- Assisted Travel Guard policyholders with various medical emergencies occurring when they traveled throughout the world

American Express Corporate Travel – Stevens Point, WI

December 2000-July 2002

Corporate Travel Agent

Re/Max Real Estate – Minocqua, WI

December 1994-June 1996

Office Manager

SKILLS AND QUALIFICATIONS

- Managing Principal Broker
- Licensed Real Estate Broker
- Licensed Life, Accident & Health Insurance Agent
- Licensed Travel Agent
- Trained in 7 Habits of Highly Effective People-Stephen Covey