

Tracey Villa

326 South 4th Street ♦ Cedar Grove, WI 53013 ♦ [REDACTED] ♦ villatracey@hotmail.com

- ◆ Versatile and hard-working professional with extensive diverse experience in Property Management, Production Operator, plus Sales and Marketing as a Retail Dealer and Trader.
- ◆ Demonstrated history of successful daily operations and facilities management for large property of over 1M square feet including budgeting and pricing management, contract negotiations, proposal and bid process.
- ◆ Results-oriented with successful history in process improvements to enhance operations with reductions in cost and inventory for increased revenues and efficiencies.
- ◆ Dedicated professional with excellent communications skills and strong and creative problem resolution skills to ensure positive internal and external customer relations.
- ◆ Highly skilled in promotional events development and implementation, organizational and project management with ability to multi-task plus work efficiently in fast-paced environment while prioritizing responsibilities to meet time-sensitive deadlines.
- ◆ Strong leadership and staff supervision abilities for a professional who works well independently and as a team leader and motivator to educate and train to enhance operations and customer service.
- ◆ Self-motivated with expertise in sales and marketing strategies to set and achieve company goals; plus accomplished and effective presentations to increase sales.

AREAS OF EXPERTISE

| | | |
|----------------------------------|---------------------------|-------------------------|
| ■ Property/Facilities Management | ■ Sales & Marketing | ■ Contract Negotiations |
| ■ Account Management | ■ Process Improvements | ■ Customer Service |
| ■ Team Leader / Motivator | ■ Inventory Management | ■ Staff Supervision |
| ■ Promotional Events | ■ Budgeting / Forecasting | ■ Proposal/Bid Process |

PROFESSIONAL EXPERIENCE

The Brewery Works, Inc. (Schlitz Park) - Milwaukee, WI 1996 to Present
Assistant Property Manager

- Responsible for daily operations and facilities management of 1M square feet of rental property including budgeting, contract negotiations, proposals and bid process.
- Supervision of maintenance staff including scheduling and prioritization of technicians' workload.
- Provide excellent customer service including resolution of tenant problems or concerns.
- Creation of quarterly newsletter and organization of tenant events and marketing activities.

Kohler Company - Kohler, WI 1994 to 1996
Assemble to Order Operator

- Team member in production line for assembly and inspections of faucets including quality testing of product lines.

Kemper Securities, Inc. - Chicago, IL 1982 to 1994
Retail Dealer / Trader

- Maintained \$1M preferred stock account and assisted with \$25M head trader's account on all stock exchanges; establishment of Muni Preferred Money Market exceeding \$100M in holders.
- Provided training and education for account executives on preferred stocks and sales and marketing techniques; extensive contact regarding investment options, sales and cold calling.
- Created new promotional materials for over 1600 account executives.

EDUCATION

- Ashford University - BA/Social & Criminal Justice, Specialization in Corrections Jan 2012
- Continuing Classes in Marketing, Business to Business, Retail, Public Relations and General Education at University of Phoenix, Lakeshore Technical College and Patricia Stevens Career College