

Tracey Villa

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- ♦ 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

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|----------------------------------|---------------------------|-------------------------|
| ▪ 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