

# JENNIFER A. GANNON, ARM

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8339 N Lake Drive, Milwaukee, WI 53217

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## QUALIFICATION SUMMARY

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### Senior-Level Hospitality and Residential Management Executive

Senior-level hospitality management executive with 20 years of achievement spanning operations, business development, and organizational management. Unique ability to balance guest satisfaction with bottom-line business goals. Record of identifying and implementing lean operations strategies which structure hotels and properties for optimal performance and efficiency. Demonstrated capacity to formulate, develop, and execute integrated marketing and sales initiatives to drive business growth and build client base. Diligent and organized manager with accomplishment managing multi-million dollar budgets and overseeing multiple hotels and properties simultaneously. Dynamic, results-oriented manager who can improve product, service, guest experience, and organizational efficiency to grow profit margins and elevate company brand. Tested leader with ability to build, coach, and mentor successful teams. CPM Candidate.

#### *Areas of expertise:*

HOSPITALITY MANAGEMENT – OPERATIONS – BUSINESS DEVELOPMENT – ORGANIZATIONAL MANAGEMENT

P&L MANAGEMENT – STRATEGIC PLANNING – CUSTOMER RELATIONSHIP MANAGEMENT – SALES LEADERSHIP

MARKETING STRATEGY – PROJECT MANAGEMENT – BUDGET MANAGEMENT – TEAM LEADERSHIP – PERSONNEL DEVELOPMENT

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### PROPERTY MANAGEMENT EXPERIENCE – Wisconsin, Hawaii, Illinois & New York

1999 to Present

*Serve in property management roles for a diversity of companies in HI, IL and NY, employing a dynamic skillset spanning operations, project management, property development, and team leadership functions to advance company goals.*

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Direct multi-million dollar capital projects, build and lead property management teams, and manage owner relationships for a range of property management companies in HI, IL and NY. Architect company policies, procedures, and operating frameworks to promote consistency and quality in building maintenance, owner and tenant service, and general business administration. Represent companies in deliberations with external contractors and vendors. Promote communication and collaboration between company Board of Directors, owners, and staff.

#### **Gorman & Company, Milwaukee, WI | 2016-Present**

##### **Regional Manager**

- Oversee the management of day to day operations of twelve apartment communities around SE Wisconsin.
- Hire, train, mentor and terminate employees.
- Manage budgets and prepare variance reports monthly for 12 properties.
- Establish capital project schedule, take to bid, award bid and manage projects.
- Attend industry events and continuing education seminars.

#### **Honolulu Tower AOA, Honolulu, HI 2012-2016**

##### **Property Manager**

- Overseeing projects including emergency spalling repairs and building envelope project.
- Project managing the complete waterproofing, tiling, painting and concrete repair of 476 lanai.
- Project managed the replacement of (10) 40 story waste line stacks throughout the building.
- Work with and coordinate average of 26 contractors per day.
- Coordinated project of installing new sub-metering equipment in all 396 units and building.
- Prepare and manage \$3 million dollar operating budget and \$3 million dollar reserve budget.
- Work closely with active Board of Directors of 9 owners.
- Hire, train, mentor and terminate employees.
- Enforce house rules and confirm residents conform to building rules.
- Track and renewal all outside vendor contracts.
- Coordinate average of 9 move in/move out of building monthly.
- Culturally diverse residents, speaking 6 languages in the building.
- Participate in active committees: Finance, Personnel and Building and Grounds.
- Manage staff of 16, janitors, maintenance, landscape and security staff.

Reason for leaving: Moving back to the mainland

References available upon request

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**UNIQUE BOUTIQUE HOSPITALITY GROUP – Honolulu, HI**

2011 to 2012

*Hospitality company owns, operates, and redevelops boutique hotels throughout the Western U.S., delivering a complete range of hotel management services.*

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**DIRECTOR OF OPERATIONS**

Govern operations of 4 boutique style hotels in Honolulu, developing and executing strategies to improve both the guest experience and overall business performance. Built, trained, and continually coach hotel staff across all divisions and organizational levels, ensuring consistent, company-wide presentation of hotel values and culture. Lead initiatives to enhance hotel quality and esteem. Continually analyze business practices to identify strategies which maximize operational efficiency and P&L performance. Partner with revenue management team to identify and capture new business development opportunities.

- Drove 22% increase in Average Daily Rate, leading integrated efforts to improve hotel amenities and service, customer satisfaction, and hotel exposure.
- Grew occupancy by 18% through joint operations and business development efforts; crafted property-specific marketing strategies to distinguish hotels and vacation units in brand and product, helping to spur increased demand.
- Exceeded sales objectives while remaining under budget on expenses, effectively controlling purchases and costs while producing top-line revenue growth to improve P&L.
- Re-designed and strengthened training programs for front-office and housekeeping personnel, coaching staff to improve guest service, productivity, and maintain first-class hospitality experience in all areas of the hotel.
- Collaborated with department heads across multiple business divisions, helping to establish a clear strategy, vision, and uniform set of goals for hotel performance.
- Reason for leaving: Company downside number of properties in Hawaii.
- References: Dan Howery 562-754-1716

**THE HABITAT COMPANY – Chicago, IL 2009-2011****PROPERTY MANAGER**

- Led operations of 901 unit condominium, including management of \$5M budget.
- Created and implemented written procedures for door staff and building maintenance.
- Reason for leaving: Company resigned from building
- References: Randy Fontana, Board President, Letter of reference available.

**THE COMMUNITY BUILDERS – Chicago, IL 2008-2009****DIRECTOR OF OPERATIONS AND COMPLIANCE**

- Managed site of 525 units, growing to 4,000, and directed 15-member professional staff.
- Oversaw leasing of 525 units, including Public Housing, Tax Credit, and market rate housing.
- Performed inspections and ensured compliance and adherence to all applicable codes and requirements.
  - Reason for leaving: Gang threats against me in neighborhood
  - References: Felicia Dawson 773-494-0361 FeliciamDawson@yahoo.com

**R.Y. MANAGEMENT CO., INC. – New York, NY 2004-2008****DISTRICT MANAGER**

- Presided over 1,000 condominium units in Manhattan, 2 Property Managers, and 6 Resident Managers.
- Helped drive Phase I and Phase II of a \$230M development project in lower Manhattan, partnering with developers and construction management teams.
- Prepared and managed 6 condominium annual budgets and financial statements, maintaining fiscal organization for large-scale operations.
- Reason For leaving: Moved to be closer to family
- Reference: Teresa Tota 212-534-7771

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**EDUCATION**

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**University of Wisconsin Stout – Menomonee, WI**

Hotel Restaurant Management

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**PROFESSIONAL AFFILIATIONS & CERTIFICATIONS**

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**Institute of Real Estate Management**

Certified Property Manager Candidate and Member

All courses complete. Final Management Plan in progress

**National Swimming Pool Foundation**

Certified Pool and Spa Operator

**National Apartment Association**

Certified Apartment Manager

**Hotel Sales and Marketing Association**

Past President and Vice President