



EXECUTIVE SUMMARY

COMMITMENT | LEADERSHIP | INTEGRITY

Accomplished and tenacious senior real estate professional with extensive experience optimizing operations and growth of real estate, property management and portfolio building companies through outstanding management, sales, acquisitions and financial expertise.

Articulate and collaborative communicator, negotiator and leader with talent for establishing productive relationships with property/leasing agents, prospects, residents and government officials as well as building strong, motivated sales and administrative teams through targeted hiring, training, supervision and mentoring.

KEY EXPERTISE & QUALIFICATIONS

- Property Management
 - Sales / Marketing / Leasing
 - Financial Management
 - Strategic Planning
 - Staff Development
 - SOP Development
 - Landlord / Tenant Law
 - Direction / Permitting
 - Code / Ethical Compliance
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PROFESSIONAL EXPERIENCE (20 YEAR SPAN)

ALLSET PROPERTY MANAGEMENT / INVESTMENTS – MILWAUKEE, WI
DIRECTOR OF REAL ESTATE – PROPERTY MANAGEMENT/INVESTMENTS

10/2016 – Present

Responsibilities:

- Oversaw and directed property management activities in a diverse residential portfolio.
- Supervised and directed activities for the property management staff.
- Ensured that team members implement their portfolio objectives and work plans.
- Prepared annual property budgets for review by the ownership.
- Prepared annual management plans.
- Analyzed monthly performance and budget projections versus planned and budgeted; adjusted strategies accordingly.
- Worked closely with President and Client(s) to evaluate financial performance against benchmarks established by investors, lenders, and the buildings' operating pro formas.
- Sets performance goals related to industry standards; monitors performance; adjust strategies.
- Monitored market conditions and rents; adjusted property rents.
- Managed residential leases including assessing and calculating annual rental increases, monitoring lease compliance and renewals.
- Directly supervised and worked closely with the property manager supervisors and facilities manager to provide leadership for the department.
- Communicated and cooperated with asset managers on all reporting and regulatory issues.
- Conducted and/or facilitated regular staff training meetings.
- Worked with staff to ensure maximum use of property management software.

Key Accomplishment:

- *Increased GPR by 100% of \$105,000 to \$240,000 within a (2) year period*
 - *Improved vacancy rate from 93% to 97% within 120 days of employment*
 - *Improved staff training and knowledge of real estate management via weekly meetings, training, etc.*
 - *Incorporated new Financial Reporting for Ownership pertaining to Portfolio Summary*
 - *Created and implemented SOPs for employees for consistent development*
 - *Created New Chart of Account Structure for improved budgeting/bookkeeping*
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Responsibilities:

- Oversaw and directed property management activities in a diverse residential portfolio.
- Supervised and directed activities for the property management staff.
- Ensured that team members implement their portfolio objectives and work plans.
- Prepared annual property budgets for review by the ownership.
- Prepared annual management plans.
- Analyzed monthly performance and budget projections versus planned and budgeted; adjusted strategies accordingly.
- Worked closely with Financial Management Asset Team to evaluate financial performance against benchmarks established by investors, lenders, and the buildings' operating pro formas.
- Sets performance goals related to industry standards; monitors performance; adjust strategies.
- Monitored market conditions and rents; adjusted property rents.
- Managed residential leases including assessing and calculating annual rental increases, monitoring lease compliance and renewals.
- Directly supervised and worked closely with the property manager supervisors and facilities manager to provide leadership for the department.
- Communicated and cooperated with asset managers on all reporting and regulatory issues.
- Conducted and/or facilitated regular staff training meetings.
- Worked with staff to ensure maximum use of property management software.

Key Accomplishment:

- *Increased collection rate by 18% with a GPR of \$196,000 per month*
- *Dropped vacancy rate from 78% to 97% within 90 days of employment*
- *Improved staff training and knowledge of real estate management via weekly meetings, training, etc.*
- *Incorporated new Financial Reporting for Ownership pertaining to Portfolio Summary*
- *Created and implemented SOPs for employees for consistent development*
- *Created New Chart of Account Structure for improved budgeting/bookkeeping*

Responsibilities:

- Oversaw 476 units (Section 42 properties) in Milwaukee, West Bend, Plymouth, Sheboygan, etc.
- Managed portfolio operational and financial performance to meet established goals and objectives.
- Monitored, reviewed and suggested improvements to marketing, rent schedules, etc.
- Staffed and setup new communities as per Commonwealth guidelines.
- Inspected vacant properties for market-ready condition on a site visit basis.
- Determined property maintenance requirements, reviewed contractor bids and negotiated maintenance contracts.
- Developed and managed operating/repairs and maintenance budget for the forecasted fiscal year and operated within developed budget constraints.
- Determined reimbursable charges and suggested budget revisions from monthly variance reports.
- Documented all tenant retention matters and communications for proper lease management execution.
- Served as liaise (broker) for fee-managed properties, Asset Company and local property manager (overseeing 12 employees).
- Approved on-site personnel hires, status changes and terminations.
- Coached, counseled and disciplined employees while monitoring and appraising job results.
- Coordinated a communication system for property managers and home office activities.

DIRECTOR OF REAL ESTATE

Responsibilities:

- Direct all operations for successful Full Service Real Estate Company including real estate sales, financing arrangements, new business development. Recruit, supervise, train, and evaluate personnel; ensuring high quality performance through achievement of targeted goals and objectives. Guide property management functions including leasing, rent collections, and repairs; establishing and monitoring standardized practices. Spearhead development of marketing plans and strategies, utilizing marketing surveys to keep abreast of national/regional trends.
- Ensure smooth, timely administrative operations including payroll, completion of financial statements, and operating budgets. Property management of 175-415 units.
- Optimized company's operations and growth by carving out niche in competitive marketplace.
- Strengthened company's administrative infrastructure by developing operating systems, manuals, and policies to standardize practices.
- Enhanced sales, productivity, and profitability for company by recruiting and developing staff and incorporating new technologies into daily operations.
- Oversee each Property Management Assignment such as FNMA, IREC Investment Team, Private Owners Portfolios and Sales / Leasing Contracts
- Controlled expenditures and maximized profits by preparing annual budgets that balanced short- and long-term financial goals and contained costs.
- Meet with staff to discuss weekly Real Estate strategies to make properties perform at highest and best use, Fair Housing Questioners and Updates, motivational speaking to keep staff proficient
- Visit Properties to ensure assets is being maintained to keep prevent maintenance to date and resolve any conflicts that may oppose a problem with city ordinances or insurance policies
- Evaluate Maintenance Technician performance to ensure work is being completed in a workman like manner and allotted time within the scope of work

Key Accomplishment:

- *Lowered Vacancy Rate by 20%*
- *Leasing Closing Rate of 90%*
- *Company Growth of 32 units to 415 units (within 4 years)*

PROPERTY MANAGEMENT AND LEASING DIRECTOR

(A multi-faceted real estate development, brokerage, construction and property management firm showcasing high-end design, construction, craftsmanship, amenities and service in top locations.)

Responsibilities:

- Monitored, directed and/or performed day-to-day operations.
- Responsible for compliance and implementation of Wimmer Communities goals, objectives, policies, and work procedures
- Gained proficiency in understanding and interpreting Wisconsin's tenant/landlord law.

Key Accomplishments:

- *Assisted president and vice president to develop and implement new leasing departments in condominium associations to generate new income from unsold condominium units.*
- *Maximized property management operations by monitoring all capital improvements and service contracts and introduced processes to prioritize and resolve problems and issues.*
- *Strengthened staff knowledge and performance by providing targeted training in rent collection, resident file maintenance, property inspections and move-in/move-out procedures.*

MICHAEL POE, ARM

- *Enhanced company's growth and reputation by interfacing effectively with clients, residents, contractors and government officials in resolving issues, overseeing property dispositions and adhering to fair housing guidelines.*
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EDUCATION

06/2001 – South Puget Sound Community College (SPSCC), Olympia, WA
Associate Degree, Real Estate

02/2002 – Robbins & Lloyd Career Training Institute, Milwaukee, WI
Real Estate Appraisal License Program

02/2003 – Robbins & Lloyd Career Training Institute, Milwaukee, WI
Real Estate Broker License Program

09/2004 – Institution of Real Estate Management (IREM), Milwaukee, WI
Accredited Real Estate Management (ARM) Certificate

PROFESSIONAL ORGANIZATIONS & AFFILIATIONS

Greater Milwaukee Association of Realtors (GMAR)
Member since 2002

Institute of Real Estate Management (IREM)
Member since 2004

Department of Neighborhood Services Landlord Program (DNSLP)
Member since 2006