

## PROPERTY MANAGEMENT & LEASING PROFESSIONAL

**Certified Property Manager / Certified Shopping Center Manager / Current Tennessee Real Estate License**

Motivated Property Management & Leasing Professional with more than 20 years of experience in all areas of commercial, medical office, retail, and industrial property management, including financial responsibilities & reporting, tenant & vendor lease negotiations and administration, service contract negotiations, rent collection, property maintenance, property inspections, marketing, educating new tenants on property policies, and construction/project management.

Success has been based on ability to: (1) **manage a portfolio of properties of up to 1.0M sq. ft.**; (2) **generate rent income of \$.75M**; (3) **negotiate and administer simultaneous lease agreements for up to 120 tenant and 36 master leases**; (4) **reduce costs by \$389K through value engineering and management**; and (5) **develop and implement capital and operational budgets up to \$8.0M**.

Accomplishments include maintaining high occupancy levels; improving tenant satisfaction & retention rates; and managing capital construction projects through all phases from concept to completion. Offer additional strengths and experience with the LEED EB application process as well as securing Energy Star designation.

---

## PROFESSIONAL EXPERIENCE

LAWLER-WOOD LLC., Knoxville, TN, 1998 - Present  
**Property Manager - Knoxville Utilities Board** (08/07-2007)

Manage a diverse portfolio of Knoxville Utilities Board (KUB) properties under third party management with responsibility for the physical assets and project management of 958K sq. ft. of space, including high rise office buildings, warehouses, maintenance shops, fuel stations, parking garages as well as over 125 electrical substations, water and wastewater treatment plants and 670 acres of property.

- Manage the facilities maintenance of multiple sites, including grounds and janitorial service, work order system, preventive maintenance, repairs, life safety, contract management, environmental initiatives, and more.
- Negotiate and administer lease agreements and collect lease payments for 60K sq. ft. of Class A office space located in downtown Knoxville.
- Strengthen tenant and client relations; ensure performance of contractual terms and agreements; and respond/balance all client requests/needs.
- Accountable for all aspects of financial management and reporting of a \$3.3M operating budget, including budget planning, administration, reporting and reconciliation.
- Develop, implement, and manage a \$3.4M capital expense budget and oversee all construction projects.
- Hired, trained, led and developed a team of three managers, administrative staff and six technicians and oversee all subcontractors.
- Prepare bid packages, pre-qualify bidders, and bid projects and maintenance contracts.
- Extensively involved in environmental initiatives as well as the EB LEED application process; contributed to attaining Energy Star rating.

**Property Manager - Baptist Hospital of East Tennessee** (1998-2007)

Managed the financial and lease administration, operations, customer satisfaction, and life safety for 35 Class A and B medical office buildings totaling over 500K sq. ft. owned by Baptist Hospital of East Tennessee.

- Negotiated/administered master and tenant lease agreements for 3 medical office buildings and peripheral practices.
- Planned, administered, and reconciled \$3.8M annual operating budget for medical office buildings; submitted timely financial, variance and achievement reports.
- Developed relationships with over 300 physicians and office managers and provided exceptional communication and response to occupant inquiries.
- Significantly reduced collections from 11% to 2% by creating and executing a new accounts receivables initiative.
- Supervised, coached, developed, and appraised a maintenance engineering team of six.
- Directed quality of maintenance, equipment, housekeeping, and grounds.
- Developed a proactive work order system approach for preventive maintenance.
- Provided oversight and managed all purchasing for contracted services; established contract specifications, secured bids for services, and negotiated contract pricing.
- Developed and implemented an inspection process to ensure the value and quality of contracted services provided to customers that resulted in 98% customer satisfaction survey scores.
- Prepared cost estimations for physician suite and hospital department renovations, remodels, and relocations.
- Outlined bidding specifications for construction and capital projects up to \$750K; managed architects, designers, and contractors; tracked construction costs; and communicated with tenants to keep them updated on project status.

**KMART CORPORATION, Knoxville, TN, 1997 - 1998**  
**Regional Facility Manager**

Managed all operational aspects of facilities management for 27 retail buildings totaling 2.7M sq. ft., including property maintenance/repair, leasing/lease agreements, safety, tenant/vendor relations, employee supervision, and business administration for this national retailer.

- Managed specification development & bidding of all service contracts and building maintenance needs.
- Managed all capital improvement projects, including preparing cost estimates, securing bids, tracking costs, overseeing each project, and corporate reporting.
- Supervised and scheduled contracted maintenance service staff.
- Conducted quarterly quality and safety inspections to comply with corporate requirements..
- Served as the Safety Team leader to ensure customer and employee safety and reduce liability exposure.
- Negotiated, secured, and administered master leases & lease renewal agreements.
- Managed all operational aspects of the buildings.
- Administered accounts payables.

**SIMON CORPORATION, Indianapolis, IN, 1986 - 1997**  
**Area Manager**

Directed all aspects of property management for \$80.0M dollar income producing enclosed shopping centers ranging from 700K to 1.0M sq. ft. as well as peripheral strip shopping center developments, including leasing, tenant relations, marketing, business administration, staff management, and maintenance for the nation's largest retail management company.

- Generated \$10M of rental income through permanent and temporary leasing agreements.
- Prepared budgets, controlled costs, and managed/administered an \$8.0 million operational budget.
- Developed short and long-term income and operational goals.
- Coordinated and managed all activities related to occupancy, construction, relocations, and renovations for tenants.
- Accountable for security and safety for all shopping center visitors to shopping center; worked with security city and county law enforcement officials to develop security procedures and policies.
- Marketed the asset to draw over 13 million visitors annually through promotion, hard copy & electronic media, and community and special events.
- Managed customer relations for over 500 retailers and their employees as well as customers visiting the malls.
- Supervised up to 60 staff members.
- Managed and trained staff and developed and implemented individual growth plans that resulted in multiple employee promotions and DDI Certification.

---

**EDUCATION**

**Environmental Conservation - UNIVERSITY OF NEW YORK AT CORNELL, New York, NY**

**Animal Science & Technology - UNIVERSITY OF NEW YORK AT DELHI, New York, NY**

---

**DESIGNATIONS / ASSOCIATIONS**

Certified Property Manager - IREM  
Certified Shopping Center Manager - ICSC  
IREM Chapter 57 Treasurer 2009; President-elect 2010  
Certified DDI Interactive Management Trainer  
Simon Certified Mall Manager Trainer  
RSES Refrigeration Certified Level I & II  
Knoxville and Tulsa, OK, Citizens Police Academy Graduate  
Hutchinson, KS Chamber of Commerce Retail Development Board Member  
Crime Prevention through Environmental Design

---