

# Helen D.

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## Property Management / Construction Services

### QUALIFICATIONS SUMMARY

More than 15 years of experience as a professional, ethical property manager, and construction change order agent for both commercial and residential properties. Confident and impressive in high revenue projects and with high net-worth clients.

- ❖ Effective in full-cycle tenant management functions.
- ❖ Comfortable with complex change order and renovation projects from concept to close with buyers and with general contractors.
- ❖ Highly resourceful, organized and detailed.
- ❖ Recognized as cooperative and helpful to all members of project management teams.
- ❖ Respectful yet assertive communication style.

### Key Skills & Abilities

Experienced with many functional areas of property management and construction renovation:

- ❖ Pre-contract background, reference and credit checks.
- ❖ Selection of quality tenants, and maintaining high occupancy rates.
- ❖ Selecting and supervising subcontractors for upgrades, maintenance and renovations.
- ❖ Planning and managing budgets.
- ❖ Identifying and tracking rent revenues, maintenance costs, and repair expenses.

### PROFESSIONAL EXPERIENCE

**Vail Resorts Development Company**      **Vail, Colorado**      **2005-2007**

*VRDC builds luxury residences in resort locations. VRDC is a wholly owned subsidiary of Vail Resorts, Inc.*

#### **Construction Concierge Account Manager**

Worked closely with general contractors, construction managers, architects, designers and attorneys during the construction of several multi-million dollar residential projects for high net worth buyers.

- ❖ Simultaneously coordinated 35 highly complex buyer-generated change orders. Ensured change requests were correctly completed per plans, specifications and cost.
- ❖ Maintained order and progress for more than \$7.5 MM in change orders.
- ❖ Regularly reconciled accounting variances to satisfaction of developer and buyer.
- ❖ Worked with VRDC design and construction teams on all aspects of development.
- ❖ Collaborated to create a new VRDC warranty process and implementation.
- ❖ Managed the punch list process from start to finish through final disposition of remedies.

**Masthead Development**      **Vail, Colorado**      **2004-2005**

*Masthead builds and manages its own residential and commercial retail estates projects throughout the Vail Valley.*

#### **Account Manager**

Managed Homeowners Associations and commercial buildings in the Vail Valley. Performed oversight of multiple commercial leased retail properties.

**The Appraisal Office,**      **Vail, Colorado**      **2003-2004**

*Independent appraisal office.*

#### **Appraiser**

Used generally accepted principals and standards of appraisal license certification for commercial properties and high-end residences.

**Whitbread PLC** **London, England** **1997-2002**

*One of Europe's largest commercial food and beverage landowners and retail operator, owning many national brands including Costa Coffee, TGI Friday UK, Marriott Hotels UK, and Beefeater.*

**Regional Property and Estate Manager**

- ❖ Managed approximately 450 commercial properties throughout the Northwest of England with asset values of \$140 MM, annual rents of \$20 MM, and a development budget in excess of \$6 MM.
- ❖ Negotiated lease agreements with tenants and lawyers; coordinated collection of deposit requirements, escrow and closing documents.
- ❖ Facilitated the handover of new tenants to the regional business team.
- ❖ Worked with construction teams for tenant improvements.
- ❖ Conducted capital appraisals, cash flow and risk analysis and revenue expenses.
- ❖ Identified comparables, gathered evidence to support lease rates and capital development.
- ❖ Made comprehensive financial evaluations to determine the profitability of current assets; disposed of underperforming assets and consulted on the purchase of new assets.
- ❖ Prepared debt recovery strategies from delinquent tenants.
- ❖ Performed tenant selection using interviews along with financial and business plan analysis
- ❖ Supervised execution of tenant lease agreements.
- ❖ Reviewed and maintained capital development program to insure ROI targets were met.

**Eden (UK) District Council** **1994-1997**

*Eden District Council is a local United Kingdom government organization.*

**Economic Property Manager**

- Developed and implemented project management programs funded by the EU.
- Reviewed and reported on budgets in excess of \$20 MM.
- Prepared program and accounting reports for national offices.
- Operated the first EU funded program for capital development in the district.
- Designed and implemented the first business park project within the district.

**South Lakeland (UK) District Council** **1990-1994**

*South Lakeland District Council is a United Kingdom local government organization.*

**Estate and Appraisal Manager**

- Property manager for commercial and residential investment properties owned or managed by the district government.
- Determined viability of underperforming properties.
- Negotiated rents, moderated disputes and supervised the preparation of legal documents.

**EDUCATION & CERTIFICATIONS**

**BSc. Urban Land Economics, Honors, Sheffield Hallam University, Sheffield, England**

**Higher National Diploma, Land Use Studies, Sheffield Hallam University, Sheffield, England**

**Royal Institution of Chartered Surveyors, London, England, Member**

RICS is the most respected, highest profile global organization for land, property and construction professionals. Membership is limited and similar to board certification for a doctor or a lawyer's bar admission.

**State Board of Real Estate Appraisers, Denver, Colorado - Registered Appraiser (Inactive)**