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Objective

Obtain a Management position in the multifamily housing industry utilizing my strong leadership, time management, marketing, sales and closing skills, knowledge and related experience.

Experience

Community Business Manager – The Continental Group -July 2011 to Present

I am currently working with team of professionals consisting of Sales, Home Owners Association and Leasing on an 849 unit high rise. In my position as Residential Manager, I am responsible for leading my own team of 8 in the lease up and management of 449 developer units on this community.

- Increased the leased occupancy from 77% to 94% in less than 3 months with limited advertizing.
- Creating and implementing local outreach marketing programs driving traffic into a condominium community with extremely limited rental exposure or promotion.
- Cultivating a highly successful working relationship with sales and HOA where there was none prior.
- Along with a talented team have been able to achieve a 57% renewal retention rate while increasing rents by as much as 21% in a continued challenging economy.
- Leading a trend in the market driving rents nearly 25% higher than prior management had been able to achieve.
- Gaining market knowledge in a largely fractured condo market where information is not freely shared.

Community Business Manager – The Bainbridge Communities - November 2008 to March 2011

In myrole as community manager I led the overall management of a class A, high profile, \$87 million dollar luxury multi-family community including facility operations, capital investment programming, leasing, housekeeping, groundskeeping and resident interaction.

- Designed budget and financial performance reporting to ownership stakeholders
- Directed leasing to 90% of capacity within 12 months in a highly competitive market during a depressed broad-market economic downturn
- Sustained occupancy at an average of 96%
- Negotiated recurring operating service agreements to reduce operating costs by \$49,000
- Conducted initial and continuing training for sales, outreach and internet marketing with emphasis on lead follow up to achieve aggressive residency thresholds
- Produced daily, weekly, monthly, quarterly and annual financial analysis, budget preparation, budget forecasting and ownership reporting
- Increased NOI by 7% against budgeted expectations of 3%

Acquisition Specialist/Manager Trainer – Riverstone Residential - November 2007 to November 2008

I led a team of seven professionals in the acquisition; transition and integration of more than 40 large class A mult-family assets from prior ownership standards to improved Riverstone practices, policies and protocol.

- Played an integral part of the origin of new, revision of existing and implementation of policies and procedures in the Riverstone “National Practices Policy and Procedural Handbook”. These practices were utilized company wide in over 28 states.
- Acted as a liaison on 3rd party fee managed assets between the new asset owners and the department heads and chair persons within the company.

- Provided training of company software, policy and procedure, reporting, property set up and continuing education
- Performed audits including accounts payables, accounts receivables, file set up, education, maintenance safety, OSHA compliance, license and permit compliancy, personnel knowledge, sales technique and skill.
- Implemented personnel reviews and modifications

Community Business Manager/Conversion Specialist – Tarragon Management, Inc. - June 2003 to November 2007

I was responsible for the concurrent management of numerous assets as well and becoming the Assistant Regional Manager of the acquisition and conversion process and establishment of all condo conversions in the South East.

- Increased occupancy of a challenged property from 87% to 98% without special pricing or discounting rents within a 3 month period.
- Devised and implemented a working program to consistently keep delinquents below 1% at month end.
- Assisted in the take-over and conversion of 14 apartment communities in under one year
- Continually worked as a team on these conversions negotiating contracts on numerous capital projects, including pool refinishing, lobby renovation, on-going upgrades to units, new landscaping, architecture design and development of community fitness center for overall improvement of the asset thus increasing the value commanding higher rents
- Consistently met NOI goals

Regional Leasing Trainer/Leasing Specialist – Steven D. Bell and Co. June 2002 to June 2003

I began my journey in the multifamily industry leasing apartment homes on a 384 unit property in South Miami and was promoted within 6 months to the training department and assisted in training of all the Leasing Specialists in the Southeast.

- Played a major role congruently in the occupancy increase from 85% to 96% on two properties congruently
- Trained all sales consultants in the Southeast in greeting, setting rapport and a variety of closing techniques to compete in this very competitive market
- Initiated and implemented numerous marketing strategies for increased sales
- Devised a system to establish and enhance continued satisfaction, thus increasing renewal retention

Letters of Reference and Accolades via corporate e-mails available upon request