

RANDY TRUBOW

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PROPERTY MANAGER / OPERATIONS MANAGER / GENERAL MANAGER

Luxury Residential & Mixed-use Management • Turnkey Operations • Lease-ups • Property Accounting • Team Development

Versatile senior-level manager with 18+ years' experience in property operations and management for Class-A residential development. Full knowledge of all facets of the industry based on diverse background in leasing, property accounting, and hands-on management. Create and implement unique and cutting-edge strategies to improve business processes, while driving organizational efficiency and productivity. Effective customer liaison with strong interpersonal and communication skills. Areas of expertise:

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|---------------------------------|----------------------------------|-----------------------------------|
| ✓ Profit & Loss Management | ✓ Yardi, MRI & OneSite | ✓ Legal Processes |
| ✓ A/R, A/P & G/L Analysis | ✓ Resident Relations & Retention | ✓ Team Building |
| ✓ LRO (Revenue Optimization) | ✓ Social Media Management | ✓ Energy Management |
| ✓ Vendor/Contract Management | ✓ Strategic Pricing & Leasing | ✓ Capital Improvement |
| ✓ Budget Planning & Forecasting | ✓ Lease Negotiations | ✓ Fair Housing & Compliance |
| ✓ Market Surveying | ✓ Operations Management | ✓ Curb Appeal & Quality Assurance |

Selected areas of technology competency: Microsoft Word/ Excel/ Powerpoint| Windows| Apple| WordPress| Website Creation | Search Engine Optimization & Marketing Differentiation | Social Media Marketing | Advertising

EXPERIENCE

PROPERTY MANAGER

2018 – 2019

Pinnacle Property Management Services – Danbury, CT

Rapidly hired and turned around regressing 166-unit, garden-style community. Required experienced Property Manager with notable and proven strength in leasing, Yardi accounting, resident retention, and owner-relations. Managed a team of 3 consisting of Maintenance Supervisor, Maintenance Technician, and Leasing Manager.

- Increased occupancy from 86% to 94% within initial 3 months through strategic pricing and marketing.
- Sustained 65% average monthly retention rate from Q2 2018 thru Q1 2019.
- Elevated Net Effective Rent (NER) 2% on renewals and 4% on new leases.
- Created final operating budget for 2019 along with custom Excel reports for owners.

COMMUNITY MANAGER

2017

Waterton Residential, LLC – Stamford, CT

Brought on to oversee all aspects of the 146-unit/1-retail luxury midrise in downtown Stamford, CT. Team consisted of 6 highly-experienced professionals, who helped manage the day-to-day operations, primarily focusing on financial performance and customer service.

- Increased Net Effective Rent (NER) 2.5% every month YOY, utilizing LRO software for strategic pricing, surpassing budgeted goal.
- Completed monthly variance reports and quarterly narratives for senior management, while providing adjustments to specific business goals, objectives, and strategies.
- Created detailed marketing plan during pivotal period that reduced our 60+ day exposure from 13% to 5%, within 5 weeks time frame.
- Reduced monthly apartment turnover expenses 15%, by implementing new ideas, keeping specific projects in-house rather than using costly 3rd party vendors.

SR. COMMUNITY MANAGER

2015 – 2016

Hudson Park Investors, LLC – Yonkers, NY

Recruited by former employer and successfully turned around 560-unit/9-retail underperforming asset. Familiar with organization's culture, analyzed operations/business processes; recommended and implemented corrective actions to restore profitability. Revitalized employee morale, providing increase to customer satisfaction.

- Achieved and maintained average physical occupancy of 95.5% at all buildings, leveraging SEO and social media marketing skills which increased monthly foot traffic.
- Exceeded NOI expectations by 12% in 2015 and exceeding 10% through August 2016
- Spearheaded new turn process, reducing vacancy loss 30% for 2015.
- Implemented new heightened customer-service standards, realigning customer experience, increasing monthly retention from 55% to 74%.

PROPERTY MANAGER

2013 – 2015

The Dermot Company – New York, NY

Managed TIAA-CREF owned \$172M mixed-use luxury building, consisting of 324 apartment homes and 2 high-end retail spaces. Involved in planning phase for gut renovation project while overseeing all functions pertaining to operations, including sales, customer service and strategic planning. Led team of 25 within three departments.

- Received highest score on owner TIAA-CREF designed “Performance Scorecard” for FY13-Q4 and FY14-Q1/Q2.
- Prepared \$13M budget with assistance of Kardin Budgeting Tool and Argus software.
- Accountable for collecting, depositing and recording monthly rent totaling \$1.2M.
- Benchmarked utility data within ENERGY STAR Portfolio Manager, providing tools to evaluate and save energy.
- Served as liaison between owners and attorneys; assisted legal counsel for all building related issues.

BUSINESS MANAGER

2012 – 2013

Lincoln Property Company – Northampton, PA

Selected by owners and former regional manager to oversee project management initiatives, which required complete setup of offices and amenities. Successfully managed all assignments simultaneously in preparation for lease-up; completed tasks on time and under budget.

- Reduced budgeted facility costs 30% through competitive bidding on all required service contracts.
- Represented LPC in weekly construction meeting with owners; significantly contributed to the design process for all advertising, marketing, and website aesthetics.
- Hired on-site management team consisting of two leasing consultants, lead service technician, and porter.
- Established marketing and sales strategies, ensuring high volume of qualified traffic to reach leasing and occupancy goals throughout lease-up; surpassed monthly occupancy goals through first 5 months.

PROPERTY MANAGER

2011 – 2012

AIMCO – Philadelphia, PA

Controlled 979 apartments for AIMCO’s 3rd highest revenue generating property, consisting of four 19-story high-rise towers and \$16M budget. Led 4 management team members and 36 employees.

- Increased occupancy 94% to 97.5% in first 6 months on-site; surpassed budgeted Average Daily Occupancy by 1%.
- Surpassed NOI by \$250k in FY2011, ranked #1 amongst regional AIMCO communities.
- Coached customer service techniques to Resident Relations manager; monthly retention increased 55% to 70%.
- Implemented new service-related training model, increased satisfaction-survey scores 16% next quarter.
- Prepared and presented financial operating reports for weekly pricing calls and monthly reviews with regional VP.

PROPERTY MANAGER

2006 – 2011

ASSISTANT MANAGER

2004 – 2006

Hudson Park Investors, LLC – Yonkers, NY

Oversee management of 3 luxury high-rise buildings totaling 560 apartments and 9 retail spaces in competitive market. Supervised team of 15 employees within leasing and maintenance departments.

- Performed routine calculating, posting and verifying duties to make payments to vendors, processed resident rental payments and obtained primary financial data for use in maintaining property accounting records.
- Developed marketing goals and strategies throughout 2009 lease up, which stabilized at 95% in 12 months.
- Reduced aged delinquency 30% to <1% within first two months, utilized various collection tactics.
- Accountable for controlling collection process of \$6M annually.

LEASING CONSULTANT

2002 – 2004

Lincoln Property Company – Atlanta, GA

Brought on as floater between two luxury communities located in prestigious Buckhead neighborhood. Quickly received recognition by receiving perfect shopping reports, maintaining 40% closing ratio, and strong desire for customer service.

EDUCATION

FLORIDA STATE UNIVERSITY, Tallahassee, Florida
Bachelor of Science in Marketing, 2002