
PROFESSIONAL EXPERIENCE

VIVA CONSULTING/Private Consultant, Cambridge, MA

April 2013 – Present

Consulting, training and implementation on best practices in property management systems and structures including information system organization, process redesign, and financial analysis for housing organizations. Sample projects include redesigning document management; organizational assessments, and policy and procedure development. Clients include WinnResidential of Boston, MA; Home Forward of Portland, OR; and Center City Housing of Duluth, MN.

WINNRESIDENTIAL, Boston, MA

Director of Business Process, 2011 – 2013

Responsible for redesigning business processes by leveraging new and existing strategic business systems for the nation's largest manager of affordable housing with approximately 90,000 units and 3,500 employees. Winner of company-wide "Rookie of the Year" award (June 2012) and WinnersCircle winner honoring top 3% of employees (2013)

- Designed and implemented on-line database for portfolio-level information tracking and data mining.
- Led overall plan to refocus data gathering from data maintenance to business intelligence
- Redesigned internal portal around intuitive workflow housing policies, procedures, and internal communication
- Assessed current technology to optimize its use including Yardi systems, document management solutions, learning management systems, and helpdesk software.
- Worked with corporate department leadership and external consultants to enhance or redesign technology to fit business needs.
- Built collaborative teams of subject matter experts and engaged in frequent trainings and public speaking internally on change management and technology issues

THIES AND TALLE MANAGEMENT, INC., Chanhassen, MN (Cambridge, MA office)

Director of Operations, 2006 – present, Director of Business Systems, 2004 – 2006, Regional Property Manager, August 2003 – 2004

Led business operations of privately owned real estate company including asset and property management for 4,800 units in six states involving market rate, affordable (Section 8, tax credit, Section 236, and Rural Development), and commercial properties with approximately 350 employees.

- Led implementation of web-based computer system for property management, budgeting, purchasing, and facilities tracking. Developed and delivered training, customized software, implemented new business processes to complement software, and assisted in problem resolution.
- Implemented new business systems such as sharepoint, electronic payments, resident portals, screening systems, internal and external applicant recruiting systems, etc.
- Monitored company-wide performance of properties to identify common trends meriting internal changes as well as business plans for specific portfolios through quarterly review process.
- Developed and implemented criteria and standards for measuring property and employee performance by designing metrics for property performance and aligning results with employee reviews and compensation, training, mentoring, and internal policies.
- Revised budgeting tools and measured effectiveness of reporting and asset management techniques.

- Managed all company-wide policies for management company's Operations Manual. Developed policies, communicated updates via company-wide trainings, and monitored results.
- Supervised affordable housing compliance team focusing primarily on Rural Housing, Section 8, and other HUD programs. Responded to regulatory and oversight entity requests.
- Transitioned twelve affordable properties in South Dakota to new property management company. Hired and trained staff; implemented new operating procedures; conducted marketing reviews; worked with state housing finance agencies and HUD to prepare budgets; assessed capital needs; and ensured program compliance.
- Monitored day-to-day activities of properties including resident relations, staff supervision, budget management and oversight, capital issues, and local housing needs and government objectives.

ABT ASSOCIATES Inc., Housing and Community Revitalization; Chicago, IL and Bethesda, MD

Senior Analyst, July 2001 – July 2003, and Analyst, June 1998 – August 1999 (Attended graduate school in interim)

Provided technical assistance to local housing authorities and evaluations for the U.S. Department of Housing and Urban Development (HUD). Managed contracts, assisted with proposals, and served as site contact for multiple projects. Sample projects include:

- Acted as site coordinator for sites participating in HUD's Moving to Work Demonstration . Responsibilities included coordinating policy issues, negotiating agreements with HUD, conducting site visits, and assisting in determining technical assistance needs. Sites included Portland (OR), Seattle, Vancouver (WA), San Mateo, Minneapolis and Cambridge.
- Project Director for HOPE VI grant implementation in Nashville, TN. Responsible for coordinating contractors, residents, community organizations, and government agencies to implement \$35 million grant to revitalize blighted public housing development and surrounding community.

ANDERSEN CONSULTING (now Accenture), Change Management Practice, Chicago, IL

Consultant, 1996 – 1998

Worked on organizational change management issues surrounding legacy, client/server, and PeopleSoft system implementations primarily in Financial Services, Utility and Government industries.

OTHER EXPERIENCE

Vice-President and Trustee, Cambridge Montessori School

2011 – present

Independent day school for toddlers to grade 9. Serves as Committee Chair for Campus and Facilities Committee and as Vice-President of the Board.

EDUCATION

Massachusetts Institute of Technology (MIT), Cambridge, MA

Masters in City Planning (M.C.P.): Housing, Community and Economic Development

The University of Chicago, Chicago, IL

BA, Political Science