

REGIONAL FACILITY & PROPERTY MANAGEMENT PROFESSIONAL**Maintaining Optimal Quality, Safety, Efficiency and Overall Value of Property Portfolios**

Client Service – Vendor Selection & Management – Budgeting & Cost Efficiency – Process Improvement – Risk Mitigation

Dynamic, quality-focused property and facilities management professional with more than 20 years of client service experience providing comprehensive property management across a wide range of multimillion dollar commercial and retail assets. LEED Accredited professional. Accepted by IREM as a Certified Property Management, candidate. Currently working to achieve PMP certification. Able to blend superior interpersonal and communication skills with hands-on knowledge spanning maintenance operations, marketing, budgeting and service provider management. Equally capable of both tactical and strategic leadership.

Adept at building and managing highly productive relationships with both corporate and on-site personnel as well as agents, contractors and vendors to achieve organizational objects, ranging from code and regulatory compliance to optimizing the utility and profitability of real estate portfolios. Noted for both rapid response and superior client service.

Respected and highly organized manager with a stellar track record of completing short and long-term projects within challenging budgets and timelines. Able to accurately scope, plan, coordinate and execute projects ranging from HVAC repairs to build outs, renovations and landscaping initiatives.

Poised for next-level success within a dynamic organization that values service, efficiency and productivity.

**SAFETY | RISK & LIABILITY MITIGATION | BUDGETING & FINANCE | FACILITIES MAINTENANCE, UPKEEP & REPAIR | CONTRACTING | HVAC
VENDOR & SERVICE PROVIDER COORDINATION | PROJECT MANAGEMENT | CORPORATE COMMUNICATIONS | REAL ESTATE OPERATIONS
| STRATEGIC PLANNING | CLIENT SERVICE & ACCOUNT MANAGEMENT | REGULATORY COMPLIANCE | SUSTAINABILITY & ENERGY EFFICIENCY
PORTFOLIO OPTIMIZATION | TRAINING & DEVELOPMENT | TEAM LEADERSHIP | NEGOTIATION | MARKETING & SALES | CONFLICT RESOLUTION**

PROFESSIONAL HISTORY**Jones Lang LaSalle** Austin TX || September 2009 – Present

REGIONAL FACILITIES MANAGER, CAPITAL ONE - Recruited to manage all aspects of facility services for a portfolio of 84 owned and leased commercial and retail properties in North and Central Texas, to include Dallas, Austin and San Antonio areas. Oversee preventative and corrective maintenance, on-site inspections, project coordination, financial performance including annual forecasting, accurate analysis of monthly variance and preparation of multi-year capital plans. Evaluate, select and manage all service providers and vendors including cleaning, engineering, repair and construction contractors. Serve as a primary point of contact for all branch managers and bank executives. Identify and reduce potential safety and liability issues. Ensure compliance with all federal, state and local regulations. Plan and execute initiatives to benefit the bank and its customers.

— RECOGNIZED FOR OVERALL OUTSTANDING PERFORMANCE AT BOTH THE 2013 & 2014 ANNUAL FACILITY MANAGER TEAM MEETING —

— MEMBER OF THE JLL'S IFM TEAM OF THE YEAR 2013 —

— RECOGNIZED AS A LEADER IN CLIENT SURVEYS FOR EXCEPTIONAL CUSTOMER SERVICE ON THE BBVA COMPASS ACCOUNT —

- ◆ Performed a key role in the closing and conversion of failed banks acquired from the FDIC, thereby expanding market share and coverage in the Austin area from 27 to 42, within three months.
- ◆ Selected to provide comprehensive project management of a "Blue Box" prototype renovation in 2011, which resulted in successfully standardizing a rapid remodeling methodology.
- ◆ Successfully completed and invoiced a record 114, separate capital projects in 2014 with 52 completed and invoiced in the last quarter of the year, ranging from painting and lighting retrofits to landscaping, parking lot, HVAC automation, flooring and roofing projects.
- ◆ Selected to serve on the National Accounts committee, which included preparing and reviewing RFPs, evaluating vendors and providing final recommendations to executive stakeholders.
- ◆ Expanded role to include training new Facilities Managers on inspection, operations and administrative aspects.
- ◆ Appointed by the Area Manager to serve on the JLL iStream Committee, a committee formed for promoting innovation and developing Best Practices for the Compass account and JLL as a whole.
- ◆ Participate in the JLL Women's Network Community to create Opportunities and elevate women in the workforce.

Aspen Growth Properties, LLC Austin TX || August 2007 – December 2008

COMMERCIAL PROPERTY MANAGER - Managed 12 commercial buildings in Northwest Austin with more than 445K square feet of office space and 198 business tenants. Hired, trained and supervised a staff of 7 which included an admin, engineers, a day porter and a broker/lease administrator. Served as a primary contact for tenants, responding to and resolving issues with the support of maintenance staff. Conducted regular inspections and recommended maintenance, improvements and alterations. Prepared annual budgets, forecasts and management plans as well as monthly performance and variance reports. Reviewed and approved the calculation of all special billings. Coordinate all move-ins, move-outs and walkthroughs. Oversaw the collection of rent, payment of expenses and compliance with all lease terms and regulatory requirements. Initiated legal action when required.

- ◆ Significantly improved the reputation, curb appeal and customer service within the office complex, thereby increasing occupancy from 70% to over 90% in one year.
- ◆ Implemented activities including monthly breakfasts, blood and toy drives, holiday parties and a newsletter, all of which fostered a greater sense of community and improved tenant relations.

Orion Real Estate Services Austin TX || February 2004 – August 2007

SENIOR PROPERTY MANAGER - Provided dedicated management of a 14-building complex in Austin and support for three additional complexes in San Marcos and San Antonio. Hired, trained and led a team of 25 agents, engineering and janitorial staff. Developed annual operating and capital budgets and reviewed monthly financial statements to monitor monthly variance. Designed marketing and advertising plans. Maintained regulatory compliance and reporting required by government agencies, investors and corporate management. Performed due diligence on perspective properties.

- ◆ Recognized in 2005 as the Orion Real Estate Services Manager of the year based on overall performance, marketing, sales, cost efficiency and occupancy.
- ◆ Achieved a “Top Shop Award” in 2005 by achieving a perfect score during third-party service reviews.
- ◆ Spearheaded the successful efforts to receive temporary waiver of City Bond requirements allowing LIHTC properties in the City of Austin to house displaced victims of Hurricane Katrina.

EDUCATION, CERTIFICATION & PROFESSIONAL AFFILIATIONS

LEED GREEN ASSOCIATE – U.S. Green Building Council

TEXAS REAL ESTATE AGENT CLASSES, Lamar University

CERTIFIED PROPERTY MANAGER CANDIDATE (CPMC), Institute of Real Estate Management (IREM)

COURSEWORK IN COMPUTER PROGRAMMING & BUSINESS Austin Community College & Midland Community College

Additional Affiliations: Building Owners and Managers Association (BOMA) – Manager Member

TESTIMONIALS

“I had the pleasure of having Karen as part of my team on the BBVA Compass account with JLL. I was always impressed with her ability to get the job done. Karen was well prepared, well informed, and a key asset to our team. Her work ethic and dedication make her a great addition to any organization. – **Felipe Oliveira, Vice President - Director of Facilities at JLL**

“In her position as Facility Manager with JLL on the BBVA Compass account, Karen “raised the bar” for others on the team. Karen did an excellent job in this position and was an asset to our organization. She has excellent written and verbal communication skills, is extremely organized, can work independently, and is able to effectively multi-task to ensure that all projects are completed in a timely manner. Karen had an excellent rapport with the many individuals on the account, including the client, bank managers and the vendor partners. She would be an asset to any employer, and I recommend her for any endeavor she chooses to pursue.” - **Linda Hartt, Area Manager, JLL for BBVA Compass**

“Karen is very professional and was able to take over the management of a large property with minimum supervision. She was able to learn the accounting and budgeting programs. She interacted well with all the tenants. I can highly recommend Karen for any upper level management position ... she would make an excellent addition to any management team.”

-**Jeffrey D. Landua, CPM, Vice President Property Management, Aspen Growth Properties**