

TIFFANY J. STOWERS, CPM®, CCIM®

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SUMMARY

Entrepreneurial Mindset. Business Development Expertise. Client Relationship Management. Leadership, Mentoring, Training Employees at all Levels. Document & Training Manual Creation & Revisions. Preparation & Ongoing Management of Multiple Client Budgets. Developing & Managing Vendor Relationships. Leasing. Expertise in Medical Office Management, Class A/B Commercial Office Management, Retail Centers, Business Parks, and Commercial Owners' Associations. Specializing in Rehabilitating Neglected, Mismanaged, Outdated Properties and Improving Relationships Through the Renovation Process. Known for My Organization Skills, Attention to Detail, and Leading by Example.

EXPERIENCE

Compass Management, LLC (Colorado)

2014 - 2022

& Compass Commercial Real Estate Group, LLC (North Carolina)

2018 - Current

Owner & Managing Member/President & CEO

- Business Development
 - Meeting with potential clients to discuss their property, and its needs, to prepare the best proposal
 - Preparing and presenting proposals for Management Contracts to potential clients
 - Managing the onboarding process for each Client
- Client Relationship Management
 - Meeting with Clients regularly to address any concerns they may have when they arise and ensure their ongoing satisfaction
- Leadership/Mentoring/Training/Educating Employees
 - Leading by example by continually learning and growing (personally & professionally) myself
 - Getting to know employees and their goals and working with them to achieve those goals
 - Mentoring & Guiding employees when challenges arise, trying to understand if there are core issues needing to be addressed; whether personal or professional (family concerns, health issues, tools needed, additional training needed, any other impediments to performing at a higher level)
 - Educating by answering the "Why" questions to increase understanding & improve performance
- Document/Manual Creation & Revisions
 - Creating Policy & Procedure Manuals (e.g. - Onboarding new clients)
 - Playbooks (The "Bible")
 - Employee Handbooks, etc.
- Developing & Managing Vendor Relationships
 - Working to develop Vendor Relationships and establishing "Approved Vendor List" to expedite transitions between vendors when needed, provide price reductions through economies of scale (which helps reduce Budget variances, improves NOI and, ultimately, impacts tenant relationships/retention)
- Leasing
 - Tenant Representation Services
 - Showing Space & Negotiating Terms (within Client's specific parameters) for New Leases & Renewals
- Managing & Assisting Managers with Budget Preparation, Review, & Reconciliation (Capital & Operational)
 - Presenting to Clients and meeting with tenants, if/when needed
- Construction Management Project Design, Development, Bidding, & Management Oversight
 - Providing direct oversight (when needed) or "back office support" (as needed) for anything from vanilla shell projects (to improve leasing efforts) to standard upgrades through common area renovation projects and/or oversight of million dollar tenant improvement projects
- Hiring, Training, & Managing Property Management Staff including Property Managers, Property Administrators, Maintenance Engineers, & Property Accountants

Dunton Commercial Real Estate Company – Denver, CO**2012 - 2014**Sr. Real Estate Manager – Denver, CO (2012)

Managing 16 Class B & C Office and Retail Portfolios (approximately 800,000 sf with approximately 200 tenants)

- Preparing Operating and Capital Budgets
- Preparing Annual Reconciliations
- Bidding & Awarding projects (Capital & Operational)
- Monthly Operating Financial Reports
- Developing/Maintaining Tenant Relationships
- Managing all facilities related issues
- Business Development
- Meeting with potential clients to discuss their property, and its needs, to prepare the best proposal
- Preparing and presenting proposals for Management Contracts to potential clients

CBRE - Denver, CO**2001 - 2012**

The global leader in real estate management services with over 34,000 employees worldwide; managing 2.9 billion square feet in 2010 with \$5.9 billion dollars in revenue in 2011.

Real Estate Manager – Denver, CO (2011 – 2012)

Managed 682,000 square feet of Class A/B Office & Medical Portfolios for 6 Owners

- Prepared Annual Capital and Operating Budgets; reduced operating expenses by 12%
- Prepared Monthly Reports detailing A/R, variances, leasing updates, and legal issues
- Bid and negotiated Housekeeping, Security, HVAC, Elevator and Landscaping Contracts (saving one owner in \$34,000 in unnecessary elevator maintenance fees)
- Managed property management staff (interviewing, hiring, setting and tracking goals for professional advancement, and annual reviews to determine raise and bonus eligibility)
- Served as primary client contact to ensure all issues are resolved and goals were attained
- Ensured compliance with Joint Commission and state inspection requirements for medical facility

Real Estate Manager – Denver, CO (2008 – 2011)

Managed approximately 300 leases for the Client (Approximately 1 Million Square Feet of Master Leases, Sub-Leases, & Timeshare Leases as well as renewals and Terminations)

- Worked with CEOs and other Hospital Administrators in six local hospitals to be sure leases were compliant with Federal Stark Laws
- Created a Policy and Procedure Manual for training Client's employees
- Created Playbook to train future managers in this role
- Prepared Operating Budgets and Monthly Variance Reports
- Insured accurate & timely rent payments of over \$1.5 million dollars monthly
- Collected approximately \$300,000.00 in monthly timeshare & sub-lease rents

Real Estate Manager – Oklahoma City, OK (2004 – 2008)

Managed a Medical Office Portfolio of 300,000+ square feet

- Prepare Annual Operating and Capital Budgets and CAM Reconciliations for 5 entities
- Prepare Monthly Reports for CEOs & CFOs detailing variances, leasing updates, A/R, and potential legal issues
- Negotiating Leases for new and renewing tenants
- Manage Maintenance Staff as well as Housekeeping, Security, HVAC, and Landscaping Contracts
- Construction Management – Common Area and Tenant Improvement projects
- Worked with Hospital Administration and their Corporate Real Estate Department to insure compliance with their Corporate Integrity Agreement and Federal Stark & Anti-Kickback Laws

Lease Administrator – Memphis, TN (2001 – 2004)

Managed Client's Database of 600+ leases

- Ensured compliance with Stark laws and notified managers of discrepancies; then tracked documents until the corrections are received
- Performed annual lease audits & prepared Tracking/Expiration Reports for Client
- Paid monthly rents for 100 A/P leases (over \$1,000,000 monthly)
- Audited Annual CAM Reconciliations/Billings from Landlords
- Created a Policy & Procedures Manual for the Lease Administration of this portfolio which provided an overall Scope of Services and detailed instructions, including print screens, for performing the day to day tasks associated with the portfolio; this manual was then used as a training tool for future staff

Cooper Realty Investments, Inc. - Memphis, TN**2001**

A wholly owned subsidiary of Cooper Communities, Inc., CRI acquires and manages office buildings in the South.

Property Manager - approximately 336,000 square feet general office space

- Managed Maintenance, Housekeeping, Security, and Landscaping Employees and Contractors
- Managed A/P & A/R
- Created Building Rules and Regulations Manual for distribution to tenants
- Worked with local Police and Fire Departments to establish Emergency Preparedness Program for tenants

VCM, Inc. - Memphis, TN**1998 - 2001**

A small, family owned, real estate management company managing owned Class B/C office buildings.

- Tenant Representation & Property Management

EDUCATION

B.A. in Administrative Leadership. The University of Oklahoma, Norman, OK.
Business Administration. Bridgewater College, Bridgewater, VA.

PROFESSIONAL ORGANIZATIONS**Institute of Real Estate Management**

Board of Directors - 2013 President, Greater Denver Chapter 17
Board of Directors - 2011 & 2012 President Elect, Greater Denver Chapter 17
Board of Directors - 2010 Treasurer, Greater Denver Chapter 17
Board of Directors - 2009 Secretary, Greater Denver Chapter 17
Mentor for CPM Candidates - 2013, Greater Denver Chapter 17
Legislative and Public Policy Committee Member - National

LICENSES, PROFESSIONAL DESIGNATION, & AWARD

North Carolina Real Estate License, BIC Eligible
Institute of Real Estate Management - Certified Property Manager (CPM®)
Certified Commercial Investment Member (CCIM®)
Omega Tau Rho - Medallion of Service 2013; Includes Lifetime Membership to the Fraternity