
SENIOR BUSINESS & FINANCE PROFESSIONAL

- ⇒ **Provided commercial real estate expertise** in brokering, portfolio management, lease negotiations, and property management. 20+ years as a residential and commercial real estate broker.
- ⇒ **Initiated and managed standardization, automation, and process optimization projects** impacting customer reporting, employee retention, and leadership development.
- ⇒ **Enabled long-term profitability and stability** through financial and business analysis, and strategic planning.
- ⇒ **Improved overall service for internal/external customers;** established client relations, solved problems, and prioritized projects.
- ⇒ **Trained and promoted multiple supervisors through next-level positions.** Identified individual strengths and learning styles, cross-trained teams to elevate expertise for rapid growth.

Accounting & Reporting | Project Management | Process Optimization | Quality Control | Best Practices
Cost Analysis | Payroll | Team Leadership | Reconciliations | Training | L&D | Customer Engagement
Ad Hoc Financial Reporting | Property Management | Human Resources | Lease Negotiation | Marketing

MS Office Suite | MS Access | MS Visio | Kardin | Mac & PC | Budget | BlackLine | QuickBooks
Aloha POS | Adobe Creative Suite | MRI Software | Yardi Software | JD Edwards | Insight

PROFESSIONAL EXPERIENCE

RYAN COMPANIES, MINNEAPOLIS, MN**2021–PRESENT****REAL ESTATE ACCOUNTING MANAGER**

Lead standardization, process optimization, and change management for an accounting team of 16. Coach and mentor team, oversee portfolio details including lease, loan, operating, and legal documents. Control quality by reviewing annual budgets, forecasts, financial reporting, and schedules. Initiate communication and collaboration throughout project managers, technology teams, and client representatives to identify improvement opportunities for employee performance, customer relationship management, cash-flow analysis, tax preparation, and financial reporting. Manage annual budget planning, forecasts, and CAM reconciliations.

- **Engaged with the Process Improvement Project Team to develop and prioritize PI strategies.** Introduced and implemented proven programs and processes from previous experience.
- **Improved business continuity and mitigated risk** by setting learning goals and partnering new employees with senior staff. Instituted information sharing and collaboration throughout all teams.
- **Streamlined and customized financial packages;** created value add opportunities for various business units through fixed asset additions.
- **Strengthened customer relationships** as the first point of client contact. Established solid relationships and connected account supervisors with customers. Managed all value-add properties.

CBRE, BLOOMINGTON, MN**2012–2021****REAL ESTATE ACCOUNTING MANAGER**

Managed the creation and repair of monthly financial reporting packages for the commercial real estate portfolio of a publicly traded Fortune 500 Company. Portfolio included 433 Tenants, 5.6 million sq. ft. of commercial real estate, \$90+ million in annual revenues, and assets valued at \$500M+. Provided top-level review and approval in compliance with GAAP and corporate standards. Directed a team of nine senior accountants and two staff accountants. Established individual goals and supported career growth.

- **Exceeded all client expectations** in accuracy, timelines, and service as the primary point of contact for client communications, information, and conflict resolution.

- **Promoted every employee one to three levels within three years.** Trained accountants to manage workload at next-level capacity.
- **Award winner: Led the accounting team to achieve perfect audit scores.** Defined standards and created a playbook outlining organizational structure in alignment with auditor requirements.
- **Reduced employee turnover** by working with senior leadership to build better strategies for communication, cross-training, and service-driven leadership.
- **Designed and delivered a comprehensive leadership training program** as a member of the Learning & Development Committee. Created a management tool kit to cultivate skills in delegation, time management, conflict resolution, employee motivation/burnout, and leadership in a growth-driven culture.
- **Project Managed the creation of professional video training commercials** to roll out new initiatives. Designed a marketing tool to explain Artificial Intelligence and presented to global leadership.

ST. PAUL DEVELOPMENT CORPORATION; St. Paul, MN

2003–2012

FINANCIAL CONTROLLER (2003–2012); REAL ESTATE BROKER (2010–2012)

Directly reporting to the CEO, managed accounting and property management for five corporations with multi-site restaurants. Conducted weekly, monthly, and annual financial reporting for general and senior management. Prepared consolidated enterprise financial statements and reconciliations of multiple bank accounts. Completed sales and U.S. tax filings, generated cash flow statements, oversaw accounts receivable and payable. Presented operational data to CEO and collaborated with senior management to analyze trends, project future earnings, and detect improvement and growth opportunities.

FINANCIAL MANAGEMENT & ACCOUNTING

- **Managed general ledger and cash flow for \$5.2 million in annual revenues** (three corporations, five restaurants).
- **Oversaw payroll for 175 employees;** completed quarterly and year-end payroll tax filings, managed W2s, withholding, and unemployment.

PROPERTY & LEASE MANAGEMENT

- **Owned financials for a \$25M real estate portfolio,** closed multiple commercial real estate transactions. Managed retail, mixed-use, office, and residential properties, forecasts, and CAM reconciliations.
- **Drafted and reviewed commercial lease agreements** and managed negotiations as a Commercial Real Estate Broker. Supervised property managers and handled evictions and legal proceedings in multiple counties.
- **Achieved above-market rates** on commercial leases with strategic marketing and innovative technology.
- **Maintained <2% vacancy** by marketing all available properties and maintaining excellent tenant relations.

EXECUTIVE LEADERSHIP & OPERATIONS MANAGEMENT

- **Led six general managers with 175 employees;** maximized profitability and stability by tracking operational data and regularly meeting with management team.
- **Provided executive direction for restaurant operations;** conducted food cost analyses, updated websites, and negotiated pricing to optimize profit margins.
- **Established three restaurant start-ups** using advanced accounting, real estate, and leadership expertise.
- **Developed and managed staff relationships and communication for a diverse team.** Oversaw human resources, maintained compliance, and handled terminations.

EDUCATION & CERTIFICATIONS

M.B.A in Finance, Bethel University; St. Paul, MN

B.S. in Finance; Minor in Economics, Metropolitan State University; St. Paul, MN

2020 Licensed Real Estate Broker ▪ Member, Minneapolis Association of Realtors®

Professional Training in Payroll Law, 2010 ▪ Minnesota Notary Public License

Certificate in Leadership Foundation, 2018 ▪ Senior Real Estate Specialist®