

Judith Pagano

630 Smithfield Road, Apartment 402 • North Providence, Rhode Island 02904
Mobile: (732) 890-6572 • Home: (401) 353-1482 • Email: JudyBlueEyes11@aol.com

PROFESSIONAL PROPERTY MANAGER

Proactive, customer-focused property management professional with 20+ years of experience and a proven ability to manage all aspects of operations. Delivers outstanding customer service, cultivating productive relationships with clients, tenants, Board members, vendors and other stakeholders. Continuously reviews and improves administrative operations. Skillfully manages property portfolios, proposing and directing capital improvement projects. Negotiates advantageous agreements.

Business Process Management • Office Operations • Customer Relationships • Preventive Maintenance
Project Management • Property Improvement • Marketing • Building Operations • Budget Management
Industry / Seasonal Trends • Strategic Planning • Leadership • Board Activities • Negotiations

PROFESSIONAL EXPERIENCE

PROPERTY MANAGEMENT CONSULTING, North Providence, Rhode Island • 2010 – Present

Consultant: Provide freelance consulting services to condominium association attorney Glenn Glerum, Esq., in Clifton, New Jersey. Manage collections, liens and lawsuit-related activities. Handle document amendments and legal correspondence.

Key Accomplishments:

- Leveraged extensive property management experience to promptly and accurately resolve issues.
- Recommended strategies to streamline property management business functions.

UBE INC., Howell, New Jersey • 2009 – 2010

Property Manager: Led onsite operations at a 200-unit waterfront condominium and master association and directed office and maintenance staff. Developed policies and procedures to meet all federal, state and local guidelines. Created and managed budgets, reviewed financial and variance data and recommended capital improvements. Generated Board reports and played a key role in meetings. Forged productive relationships with association attorney, accountants, engineers and municipal agents. Provided on-call service for after-hours emergencies.

Key Accomplishments:

- Successfully managed all facets of operations for multimillion-dollar property featuring three four-story buildings and a clubhouse.
- Collaborated with association counsel to develop a lease-rider resolution for numerous units purchased for rental purposes.
- Consistently delivered exceptional customer service, conducting property tours for prospective tenants in the absence of unit owners and meeting seasonal needs by working additional hours.

PERRINO & ASSOCIATES, INC., Warwick, Rhode Island • 2006 – 2009

Property Manager: Managed 492-unit residential complex property. Supervised administration and maintenance activities, leading office and technical team. Spearheaded numerous projects, including property improvement and energy efficiency initiatives, monitoring progress, quality and budgets. Liaised with Board members, residents, city officials and vendors, developing positive relationships with all stakeholders and ensuring customer satisfaction. Managed budgets for operations, expenses and capital improvements. Provided on-call service for urgent issues. Negotiated favorable service terms.

Key Accomplishments:

- Skillfully led operations at Rhode Island's largest condominium complex, ensuring high levels of customer satisfaction and successfully leading significant improvement projects.
- Achieved cost benefit of \$150 per unit (\$72K total to be used for capital improvements) by negotiating a contract with Verizon for the installation of FiOS services.
- Improved roofs, skylights, gutters, decks, asphalt roads and sidewalks by implementing a proactive preventive maintenance plan.
- Reduced risks by working with city officials to install mandated back-flow preventers.

ROBECK MANAGEMENT CORP., Westwood, Massachusetts • 2005 – 2006

Portfolio Manager: Managed property portfolio comprised of six communities in the Southeastern region of the state. Designed and deployed policies and procedures to ensure accurate management of accounts receivable, collections and procurement. Led administrative operations and prepared budgets. Built and maintained productive relationships with Board members and clients. Developed vendor contacts and negotiated agreements. Directed preventive maintenance in all communities.

Key Accomplishments:

- Delivered outstanding customer service, cultivating strong relationships with residents and improving properties to increase satisfaction levels.
- Carefully managed budgets, expenses and capital improvement projects to maximize value and minimize costs.

ADDITIONAL POSITIONS

EXECUTIVE PROPERTY MANAGEMENT • 2004 – 2005 • District Manager: Led operations at a 470-unit condominium association, directing site management and maintenance staff. Developed positive relationships with unit owners and consistently delivered superior customer service. Managed contracted services and security as well as core administrative functions, including accounts receivable, collections, tendering and budgets. Improved property with a sound preventive maintenance plan and led balcony replacement, painting and landscaping projects. Managed Board relations and facilitated meetings.

COMMUNITY MANAGEMENT CORP. • 1998 – 2004 • Property Manager: Managed major projects and provided strategic asset management oversight for associations in charge of a 671-unit, age-restricted condominium complex and a 370-unit residential/affordable housing community. Spearheaded construction and remodeling initiatives, including exterior upgrade from wood to vinyl siding. Led crews and monitored project status. Worked closely with Board of Trustees to determine strategy. Negotiated highly favorable terms for a \$3.4M loan. Successfully implemented modest monthly maintenance fee increase.

CAREER NOTE: Past job history includes a Community Manager role at C&R Realty & Management (1992-1998) as well as retail experience with The Limited Brands Inc.

PROFESSIONAL QUALIFICATIONS & AFFILIATIONS

Certified Manager of Community Associations (CMCA)
Association Management Specialists (AMS)

TECHNOLOGY SKILLS

Microsoft Office Suite • Windows • QuickBooks • Outlook
Property Management Programs: Yardi, Skyline