

DEBORAH R. PHILLIPS, PH.D., CPM®

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EDUCATIONAL BACKGROUND

Doctor of Philosophy, 2009, College of Architecture
Georgia Institute of Technology, Atlanta, Georgia

Dissertation Title: “Employee Engagement Model for the Multifamily Rental Housing Industry,”
under the direction of Dr. Roozbeh Kangari (chair).

Masters of Science, 1987, Consumer Economics and Housing
The University of Georgia, Athens, Georgia

Thesis Title: “Shared Housing as an Alternative Living Arrangement,”
under the direction of Dr. Roger Swagler (chair).

Bachelors of Science, 1985, Consumer Journalism
The University of Georgia, Athens, Georgia

Associate of Science, 1983
Abraham Baldwin College, Tifton, Georgia

EMPLOYMENT HISTORY

Online Instructor	NewSchool of Architecture & Design	2011 - Present
Online Instructor	Realtor University	2012 - Present
Adjunct Professor	Georgia Institute of Technology	2005 - Present
Adjunct Professor	University of Georgia	2004 - 2014
President	Georgia Apartment Industry Education Foundation (GAIEF)	2004 - Present
Founder/President	The Quadrillion	1997 - Present
Vice President	Berkshire Real Estate Company	1995 - 1997
Vice President	National Property Investors	1991 - 1995
Exposition Manager	International Gas Turbine Institute American Society of Mechanical Engineers	1989 - 1991
Director of Education & Government Liaison	Apartment Owners & Managers Association	1987-1989

CURRENT FIELDS OF INTEREST

Entrepreneurship: Corporate Social Responsibility; Succession Planning; Workforce Development

Leadership: Emotional Intelligence; Communication; Professional Development

Real Estate: Facility, Commercial, Industrial and Residential Development and Management; Multifamily Housing; Talent Management; Seniors Housing; Mixed-use Development; Sustainability & Technology in Housing; and Trends in Construction Management, and Safety.

I. RESEARCH AND CREATIVE SCHOLARSHIP

A. Research Proposals and Contracts/Grants Funded

Title: "Multifamily Housing: The Essential Industry Text"

Sponsor: National Apartment Association; National Multifamily Housing Council; Institute of Real Estate Management

Amount Funded: \$450,000

Period of Performance: 2014-present

Title: "Development of Residential Property Management Program at Georgia Institute of Technology."

Sponsor: Georgia Apartment Industry Education Foundation

Amount Funded: \$320,000

Period of Performance: 2005-2008

Title: "Development of Residential Property Management Program at the University of Georgia."

Sponsor: Georgia Apartment Industry Education Foundation

Amount Funded: \$200,000

Period of Performance: 2004-2014

Title: "Workforce Development and Career Promotion."

Sponsor: Georgia Apartment Industry Education Foundation

Amount Funded: \$40,000

Period of Performance: 2011-2015

B. Published Journal Papers (refereed)

Keyes, L., Phillips, D.R., Sterling, E., Manegdegd, T., Kelly, M., Trimble, G. and Mayerikf, C., (2016). "Transforming the Way We Live Together: A Model to Move Communities From Policy to Implementation," *International Perspectives on Age-Friendly Cities*, 2016

Keyes, L., Phillips, D.R., Sterling, E., Manegdegd, T., Kelly, M., Trimble, G. and Mayerikf, C., (2013). "Transforming the Way We Live Together: A Model to Move Communities From Policy to Implementation," *Journal on Aging and Social Policy*. Vol. 25, Issue 4.

Phillips, D.R. and Addicks, L.K. (2010). “Engaging a Multi-generational Workforce”, *International Journal of Facility Management*. Vol. 1, Issue 1.

Phillips, D.R. and Roper, K.O., (2009). “A Framework for Talent Management in Real Estate”, *Journal of Corporate Real Estate*. Vol. 11, Issue 1.

Carswell, A.T. & Phillips, D.R., (2008). “Assessing the Need: The Multi-family Industry, the Universities, and the Next Generation of Property Managers,” *Housing and Society*. Vol. 35, Issue 1.

Roper, K.O. and Phillips, D.R., (2007). “Integrating Self-Managed Work Teams into Project Management”, *Journal of Facilities Management*. Vol. 5, Issue 1.

C. Invited Conference Presentations

Phillips, D.R., (April, 2016). “*Self Managed Teams – Measuring Return of Investment*”, Affordable Housing Investors Council, Miami, Florida.

Phillips, D.R., (January, 2016). “*Becoming a Person of Influence*”, Alabama Center for Real Estate, University of Alabama, Tuscaloosa, Alabama.

Phillips, D.R., (January, 2016). “*Millennials, Tradeshow, Sustainability, and Technology*”, International Association of Exhibitions and Events, New Orleans, Louisiana.

Phillips, D.R., (December, 2015). “*Understanding Generations in the Workplace*”, Ohio Housing Conference, Columbus, Ohio.

Lt. Governor Casey Cagle, Phillips, D.R, Harrison, M., Kilgore, J., Miller, B., Cooksey, B., Powell, S., (November, 2015). “*Measuring What Matters*”, Lieutenant Governor’s Business and Education Summit, Brunswick, Georgia.

Phillips, D.R., (October, 2015). “*Success Through Signature Strengths*”, National Association of Residential Property Managers, Atlanta, Georgia.

Phillips, D.R., Coval, T., Sherfield, S., Brown, S., (June, 2015). “*Wildcat Hiring*”, 2015 National Apartment Association Education Conference & Exposition, Las Vegas, Nevada.

Phillips, D.R., (June, 2015). “*The Millennial Factor*”, 2015 Sustainable Meetings Conference, Atlanta, Georgia.

Phillips, D.R., (April, 2015). “*Successful Selling Begins With You*”, Northeast Ohio Apartment Association, Cleveland, Ohio.

Phillips, D.R., (March, 2015). “*Digital Disruption: The Latest Ideas Driving Change*”, Thinc at UGA, University of Georgia, Athens, Georgia.

Phillips, D.R. and Silverman, J., (April, 2013). “*Sustainability – Making Dollars & Sense*”, National Apartment Association, Green Conference, Baltimore, Maryland.

Phillips, D.R., (June, 2013). *“Moving from Chance to Choice – Keys to Developing a Treasure Chest of Great Talent”*, National Apartment Association, Education Conference, San Diego, California.

Phillips, D.R., (July, 2013). *“End with a Triple-Win - Moving from Chance to Choice”*, Georgia Association for Career and Technical Education, 66th Annual Summer Leadership Conference, Atlanta, Georgia.

Phillips, D.R., (November, 2012). *“Going Green: Defining the Fundamentals and Exploring Future Options”*, National Apartment Association, Assembly of Delegates, Indianapolis, Indiana.

Phillips, D.R., Shahandashti, M., and Jones, T. (October, 2011). *“Industry Perspective on Factors Driving and Limited Green Building Initiatives in Multi-family Housing”*, Housing Educators Research Association, Baton Rouge, Louisiana.

Phillips, D.R. and Smith, E., (October, 2011) *“Basic Access in Every New House: A New Approach”*, 2011 Housing Education and Research Association, Baton Rouge, Louisiana.

Phillips, D.R., (June, 2011), *“Engaging a Multi-generational Workforce: A Framework for Success”*, National Apartment Association, Las Vegas, Nevada.

Phillips, D.R. & Addicks, L.K., (February, 2009) *“Ensuring Talent Management Strategies”*, First Annual Symposium on Executive Education, Kennesaw State University, Coles College of Business. Atlanta, Georgia.

Ospina, A., Phillips, D., & Castro, D., (October, 2008) *“Feasibility Model for Renewable Energy Selection in the Housing Industry,”* Housing Education and Research Association, Indianapolis, Indiana.

Phillips, D.R., & Carswell, A., (October, 2007), *“Housing Preferences among College Students,”* Housing Education and Research Association, Charlotte, North Carolina.

Phillips, D.R., (October, 2006), *“Establishing a Fully Integrated Internship Program in Residential Property Management,”* Housing Education and Research Association National Conference, Ithaca, New York.

Phillips, D.R. (October, 2006), *“Gauging Stakeholder Interest in Residential Property Management Programs,”* Housing Education and Research Association National Conference, Ithaca, New York.

D. Conference Presentations with Proceedings (refereed)

Phillips, D.R., (October 2012). “*The Relationship Between Public Transportation and Property Values*”, Housing Educators Research Association, Roanoke, Virginia.

Ospina, A., Phillips, D., & Castro, D., (October, 2008), “Feasibility Model for Renewable Energy Selection in the Housing Industry,” Housing Education and Research Association, Indianapolis, Indiana.

Phillips, D.R., & Carswell, A., (October, 2007), “Housing Preferences among College Students,” Housing Education and Research Association, Charlotte, North Carolina.

Phillips, D.R., & Addicks, L.K., (September, 2007) “Attracting, Engaging & Retaining the Next Generation of Renters”, Multi-Housing World Conference & Exhibition, Orlando, Florida.

Phillips, D.R., (October, 2006), “Establishing a Fully Integrated Internship Program in Residential Property Management,” Housing Education and Research Association, Ithaca, New York.

Phillips, D.R., (October, 2006), “Gauging Stakeholder Interest in Residential Property Management Programs,” Housing Education and Research Association, Ithaca, New York.

II. TEACHING/INSTRUCTION/STUDENT DEVELOPMENT

A. Academic Courses Taught

GT – Georgia Tech

UGA - University of Georgia

NSAD – NewSchool of Architecture and Design

RU – Realtor University

<u>Semester</u>	<u>Course</u>	<u>Number of Students</u>
Spring 2016 (GT)	Career Development	56
Spring 2016 (GT)	Community Design & Construction	58
Spring 2016 (GT)	Real Estate Asset & Property Management	14
Fall 2015 (GT)	Career Development	69
Fall 2015 (NSAD)	Current Practices in Construction Management	8
Fall 2015 (RU)	Property Management and Maintenance	2
Summer 2015 (RU)	Growth Strategies for Real Estate Management Companies	1
Summer 2015 (GT)	Best Practices in Residential Property Management	13
Summer 2015 (GT)	Introduction to Residential Property Management	34
Spring 2015 (NSAD)	Current Practices in Construction Management	6
Spring 2015 (GT)	Real Estate Asset & Property Management	22

Spring 2015 (GT)	Career Development	40
Spring 2015 (GT)	Community Design & Construction	49
Winter 2014 (NSAD)	Current Practices in Construction Management	6
Fall 2014 (GT)	Career Development	93
Summer 2014 (GT)	Best Practices in Residential Property Management	21
Summer 2014 (NSAD)	Current Practices in Construction Management	4
Summer 2014 (GT)	Introduction to Residential Property Management	29
Spring 2014 (NSAD)	Current Practices in Construction Management	4
Spring 2014 (RU)	Property Marketing Strategies	3
Spring 2014 (GT)	Career Development	88
Spring 2014 (GT)	Community Design & Construction	42
Spring 2014 (GT)	Real Estate Asset & Property Management	22
Spring 2014 (UGA)	Introduction to Family & Consumer Sciences	245
Spring 2014 (UGA)	Leasing Strategies in Residential Property Management	105
Winter 2014 (NSAD)	Current Practices in Construction Management	5
Fall 2013 (UGA)	Introduction to Family & Consumer Sciences	275
Fall 2013 (UGA)	Introduction to Residential Property Management	129
Fall 2013 (GT)	Career Development	75
Fall 2013 (GT)	Introduction to Residential Property Management	30
Fall 2013 (NSAD)	Current Practices in Construction Management	10
Fall 2013 (RU)	Growth Strategies for Real Estate Management Companies	6
Summer 2013 (UGA)	Family & Consumer Sciences	10
Summer 2013 (GT)	Community Design & Construction	46
Summer 2013 (GT)	Introduction to Residential Property Management	16
Summer 2013 (NSAD)	Current Practices in Construction Management	10
Summer 2013 (RU)	Property Management and Maintenance	7
Winter 2013 (NSAD)	Current Practices in Construction Management	11
Spring 2013 (GT)	Career Development	83
Spring 2013 (GT)	Community Design & Construction	53
Spring 2013 (GT)	Real Estate Asset & Property Management	19
Spring 2013 (UGA)	Introduction to Family & Consumer Sciences	282

Spring 2013 (UGA)	Leasing Strategies in Residential Property Management	137
Fall 2012 (GT)	Introduction to Residential Property Management	38
Fall 2012 (GT)	Career Development	72
Fall 2012 (UGA)	Introduction to Residential Property Management	132
Fall 2012 (UGA)	Introduction to Family & Consumer Sciences	307
Fall 2012 (NSAD)	Current Practices in Construction Management	13
Summer 2012 (GT)	Introduction to Residential Property Management	45
Summer 2012 (GT)	Best Practices in Residential Property Management	9
Summer 2012 (GT)	Community Design & Construction	45
Summer 2012 (UGA)	Leasing Strategies in Residential Property Management	2
Summer 2012 (NSAD)	Current Practices in Construction Management	2
Spring 2012 (NSAD)	Current Practices in Construction Management	5
Spring 2012 (GT)	Career Development	56
Spring 2012 (GT)	Community Design & Construction	61
Spring 2012 (UGA)	Introduction to Family & Consumer Sciences	84
Spring 2012 (UGA)	Leasing Strategies in Residential Property Management	125
Spring 2012 (UGA)	Introduction to Residential Property Management	4
Winter 2012 (NSAD)	Current Practices in Construction Management	18
Fall 2011 (NSAD)	Current Practices in Construction Management	5
Fall 2011 (GT)	Introduction to Residential Property Management	33
Fall 2011 (GT)	Career Development	49
Fall 2011 (UGA)	Introduction to Residential Property Management	130
Fall 2011 (UGA)	Legal Issues in Residential Property Management	92
Summer 2011 (GT)	Introduction to Residential Property Management	43
Summer 2011 (GT)	Best Practices in Residential Property Management	37
Summer 2011 (GT)	Community Design & Construction	41
Summer 2011 (UGA)	Leasing Strategies in Residential Property Management	5
Spring 2011 (GT)	Career Development	63
Spring 2011 (GT)	Sustainability in Residential Property Management	34
Spring 2011 (UGA)	Leasing Strategies in Residential Property Management	126
Spring 2011 (UGA)	Managing Non-profit and Special Housing Types	121

Spring 2011 (UGA)	Introduction to Residential Property Management	4
Fall 2010 (GT)	Introduction to Residential Property Management	39
Fall 2010 (GT)	Career Development	50
Fall 2010 (UGA)	Introduction to Residential Property Management	142
Fall 2010 (UGA)	Legal Issues in Residential Property Management	64
Summer 2010 (GT)	Introduction to Residential Property Management	46
Summer 2010 (GT)	Best Practices in Residential Property Management	27
Summer 2010 (GT)	Community Design & Construction	70
Summer 2010 (UGA)	Leasing Strategies in Residential Property Management	4
Fall 2009 (UGA)	Introduction to Residential Property Management	130
Fall 2009 (GT)	Introduction to Residential Property Management	36
Fall 2009 (GT)	Career Development	56
Summer 2009 (UGA)	Leasing Strategies in Residential Property Management	9
Summer 2009 (GT)	Independent Study	6
Spring 2009 (GT)	Best Practices in Residential Property Management	35
Spring 2009 (GT)	Career Development	42
Spring 2009 (UGA)	Leasing Strategies in Residential Property Management	154
Spring 2008 (GT)	Best Practices in Residential Property Management	41
Fall 2008 (UGA)	Introduction to Residential Property Management	135
Fall 2008 (GT)	Career Development	36
Fall 2008 (GT)	Introduction to Residential Property Management	29
Fall 2007 (GT)	Fall 2007 (GT)	28
Spring 2007 (GT)	Career Development	32
Spring 2007 (GT)	Introduction to Residential Property Management	33
Spring 2007 (UGA)	Leasing Strategies in Residential Property Management	140
Fall 2006 (UGA)	Introduction to Residential Property Management	142
Fall 2006 (GT)	Best Practices in Residential Property Management	38
Spring 2006 (UGA)	Leadership in Residential Property Management	186
Spring 2006 (GT)	Principles of Residential Property Management	22
Fall 2005 (UGA)	Introduction to Residential Property Management	142
Fall 2005 (GT)	Introduction to Residential Property Management	25

Spring 2005 (UGA)	Principles of Residential Property Management	294
Fall 2005 (UGA)	Introduction to Residential Property Management	140

B. Continuing Education Courses Taught
IREM – Institute of Real Estate Management
GPC – Georgia Perimeter College, Decatur Campus)

<u>Semester</u>	<u>Course</u>	<u>Number of Student</u>
Fall 2013 (IREM)	Effective Communication	9
Fall 2012 (IREM)	Communication & Coaching The Fundamentals for Success	16
Spring 2012 (IREM)	Ethics	8
Fall 2011 (IREM)	Ethics	8
Winter 2004 (GPC)	Introduction to Residential Property Management	40

C. Entrepreneurship, Curriculum and/or Short Course Development

MULTIFAMILY HOUSING TEXTBOOK & INTERACTIVE REFERENCE GUIDE

Served as Project Director for Multifamily Housing Textbook and Interactive Reference Guide. This project was a joint project between the National Apartment Association, National Multihousing Council, and the Institute of Real Estate Management.

CERTIFICATE IN ENTREPRENEURSHIP

Served on academic team that developed Entrepreneurship Certificate for the University of Georgia College of Family and Consumer Sciences. This program was offered jointly with the Terry College of Business.

FULL PROGRAM CURRICULUM

Developed core course curriculum for Residential Property Management Programs at the University of Georgia and Georgia Tech, in conjunction with the Georgia Apartment Industry Education Foundation. Courses included:

Introduction to Residential Property Management:

Residential Construction and Property Management is aimed at orienting students to the basics of apartment management. This course is an excellent platform for transitioning from construction issues to management of a residential property and will introduce them to careers in the industry. Students will conduct property visits, research current topics related to property management, risk management, legal issues as well as, leasing and marketing techniques.

Principles of Residential Property Management;

Principles of Residential Property Management gives students a more in depth look into Residential Property Management. Understanding the owner's objectives and operating on a national level are explored in this course. Students will also participate in group projects analyzing financial statements, management plans and reviewing case studies.

Leadership in Residential Property Management:

There are a variety of courses that teach management, marketing, leasing, finance, and maintenance, but few that take an in depth look at the concept of leadership and behaviors that define successful leaders in property management. This course explores popular theories of leadership and analyzes certain traits and behaviors associated with these styles. Case studies highlight current "real world" applications and help students identify successful leadership skills that relate to a diverse and multicultural workforce.

Leasing & Marketing:

The goal of this course is to provide students with a basic understanding of the leasing and marketing processes necessary to operate an apartment community. Information presented in this class will enable one to begin a career in property management.

Best Practices/Lessons Learned in Residential Property Management:

A best practice is a specific process that works and creates ideas, options and insights for others. This course will research “best practices, lessons learned” from multi-family developers, owners and management companies that enhance the real estate owner’s goals and objectives.

Career Development:

This is a valuable course that helps students make the transition from college into the working environment. This course is designed to help students increase self-understanding of their abilities, interests, values, and goals that are necessary for forming a strong foundation in their chosen career. Topics such as business etiquette, networking, presentation skills, interviewing techniques, leadership, business ethics, job searching and other career planning strategies are covered in the class. Students will have numerous opportunities to network with professionals and top tier executives from real estate and construction related companies.

Organizational Behavior in Residential Property Management

This course allows students to explore behavior in real estate organizations and identify how the role of leadership, teamwork, performance management, and decision-making could support the organizational culture.

Residential Property Management Law

This course reviews the legal environment and parameters that affect the residential property management industry. Students will be introduced to relevant topics in Landlord-Tenant Law, Fair Housing Law, The Americans with Disabilities Act, Employment Law, Collections Law, Environmental Law, Premises Liability, Zoning, Property Law, Agency Law and Contract Law.

Managing Non-Profit and Special Community Housing

This course introduces students to a wide variety of nonprofit, government, and government-assisted housing alternatives. Special focus is given to the practical dynamics of management in various special housing communities including senior housing, supportive housing for the elderly, supportive housing for people with mental or physical disabilities, affordable housing, military housing, and student housing.

Sustainable Multi-family Housing

This course explores the balance between environmental responsibility and the practical approaches needed to achieve sustainability at the portfolio or property level and translating these actions into greater value.

Real Estate Asset and Property Management

This course is designed to provide a framework for understanding the underwriting process and investigates applications and approaches to achieve the owners’ goals and objectives, of which are: capital preservation/appreciation, cash flow, leverage, and tax advantages, not to mention the pride of ownership that often results from owning income producing properties. The diverse types of properties now under professional management coupled with the increasing variety of ownership entities employed by investors, further magnifies the need for asset management skills.

D. Individual Student Guidance/Development

1. Undergraduate Special Problems Directed Study Students.

Michelle Garami, Georgia Tech guided research involving mixed-use communities, Fall, 2005.
Naz Farahaninia, Georgia Tech guided research involving mixed-use communities, Fall, 2005.
Albert Rocker, Georgia Tech guided research involving leadership styles, Summer 2010.

2. Graduate Research Assistants and/or Co-op students trained.

Kimberly Brody, University of Georgia, mentored teaching assistant.
Hammed Kashani, Georgia Tech, mentored teaching assistant.
Richa Rastogi, Georgia Tech, mentored teaching assistant.
Anchal Singhal, Georgia Tech, mentored teaching assistant.
Masoud Gheisari, Georgia Tech, mentored teaching assistant.
Ashley Powell, Georgia Tech, mentored teaching assistant.
Mohsen Shahandashti, Georgia Tech, mentored teaching assistant.
Rachel Deal, University of Georgia, mentored teaching assistant.
Melissa Wilmarth, University of Georgia, mentored teaching assistant.
Martin Seay, University of Georgia, mentored teaching assistant.
Reginald Miller, University of Georgia, mentored teaching assistant.
Russel Whitehead, University of Georgia, mentored teaching assistant.

3. Graduate Research – Independent Study

Tim Nix, Georgia Tech graduate student.
Dave Stalker, Georgia Tech graduate student.
Maurice Duncan, Georgia Tech graduate student.
Paul Sipe, Georgia Tech graduate student.
Osama Sharif, Georgia Tech graduate student.
David Sirzyk, Georgia Tech graduate student.
Tyler Jones, Georgia Tech graduate student.
Ty Manegdeg, Georgia Tech graduate student.
Darrell Rochester, Georgia Tech graduate student.
Haley Mercer, Georgia Tech graduate student
Jim Silz, Georgia Tech graduate student
Shree Shrader, Georgia Tech graduate student
Steven Sylvester, Georgia Tech graduate student
Cedric Brunet, Georgia Tech graduate student

III. SERVICE

A. Professional Activities

Board of Industry Sponsors – Georgia Piedmont Technical College (2014 – present)
Board of Directors, National Apartment Association Education Institute (2011-present)
President, Georgia Apartment Industry Education Foundation (2004 – present)
Co-Chair, Education and Knowledge Products Committee, IREM (2014-2015)
Chair, Continuous Learning Board, Institute of Real Estate Management (2012-2013)
Vice President, Education Committee, Institute of Real Estate Management, GA Chapter #67

Co-Chair, Membership Committee, Housing Educators and Research Association (2010-2011)
Board of Directors, Community Life Concepts (2012-2014)
Editor, Housing Educators and Research Association Newsletter (2012 – present)
Secretary, Family Career and Community Leaders of America (2008 – 2010)
Member, American Society of Training and Development (current)
Member, Atlanta Apartment Association (current)
Member, Georgia Apartment Association (current)
Member, Georgia Career Academy Network (current)
Member, Georgia Real Estate Commission Education and Advisory Committee (current)
Member, Institute of Real Estate Management (current)
Member, National Association of Exposition Managers (1987 - 1989)
Member, National Association of Home Builder (current)
Member, National Association of Realtors (current)
Member, National Council on Seniors Housing (current)
Member, Real Estate Educators Association (current)
Member, Society of Sales and Marketing Executives (current)
Member, Society of Human Resource Management (current)

B. On-Campus Committees

Leader, Student Construction Association – National Association of Home Builders
Student Chapter, Georgia Institute of Technology
Member, Marketing Committee, Building Construction Program, Georgia Institute of Technology

C. Outside Professional Activities/Consulting

As President/Founder of The Quadrillion, engaged in both national and international real estate consulting services. Clients include: Almquist Hansen Development Partners; Army Community Service; Atlanta Apartment Association; Balfour Beatty Communities; Charleston Apartment Association; Columbia Residential; Edgewood Development Group; Edwards Place Development; Engineered Concepts Incorporated; EPCON; Evolv; Fickling & Company; First Bank of Henry County; First Communities; Focus Development; Gables Residential; Harbor Companies; Holder Properties; Hogan Construction Group; Institute of Real Estate Management (IREM); JPI Management; LandSouth; Lane Company; Lincoln Property Management; Love Properties; Lyon Management; Julian LeCraw & Company; Jupiter Communities; Metzger & Company; Pall Corporation; Preferred Communities; Post Properties; Pollack Shores Development; RAM Partners; The Related Companies of Florida; Rochem; Royal Staffing; Sepro Membranes; Sierra Development; Triangle Apartment Association; Ventron Management; Watermarke Properties; Wilwat Properties; and The Worthing Companies

D. Civic Activities

Youth-at-Risk Mentor, Clayton County Public Schools Workforce Investment Program -present
Girl Scout Leader, 2005-2006
Henry County Library Volunteer - present

IV. OTHER CONTRIBUTIONS

A. Special Activities

Project Director, MULTIFAMILY HOUSING: The Essential Industry Text – Textbook and Interactive Guide, Atlanta, Georgia, June 2015.

Presenter, RAM Partners, “Tuning Up Talent Management”, Atlanta, Georgia, July 2015.

Presenter, IREM, North Florida Chapter 35, “Tactical Solutions, Successful Selling Begins with You,” Jacksonville, Florida, July 2015.

Presenter, Green Meeting Industry Council Sustainable Meetings Conference, “The Power of Change – The Millennial Factor,” Atlanta, Georgia, June 2015.

Presenter, NAA Education Conference and Exposition, “Wildcat Hiring,” Las Vegas, Nevada, June 2015.

Participant, NAA Education Conference and Exposition, Las Vegas, Nevada, June 2015.

Presenter, Columbia Residential, “Leading at All Levels,” Atlanta, Georgia, June 2015.

Panelist, Central Educational Center: A Charter College and Career Academy – Board of Directors Meeting, Atlanta, Georgia, May 2015.

Presenter, The Worthing Companies, “Masterpiece in the Making,” Atlanta, Georgia, May 2015.

Presenter, Alabama Affordable Housing Association Annual Conference, “Successful Selling Begins with You,” Destin, Florida, April 2015.

Presenter, RAM Partners, “Professional Writing for Business,” Atlanta, Georgia, March 2015.

Presenter, Redi-Floors Sales Summit, Atlanta, Georgia, February 2015.

Presenter, Matrix Residential, “Building a Profitable Enterprise through High Potentials,” Atlanta, Georgia, February 2015.

Presenter, The Worthing Companies, “Leadership Strengths – Using Your Genius!” Atlanta, Georgia, December 2014.

Presenter, Ohio Capital Corporation for Housing Conference, “Anchoring Talent Management to Business Performance,” Columbus, Ohio, November 2014.

Presenter, Redi-Floors, “Getting to the Heart of the Matter,” Atlanta, Georgia, October 2014.

Participant, IREM Fall Leadership Conference, Orlando, Florida, October 2014.

Presenter, IREM Houston – Celebrating Women in the Workplace, “Coaching your Team to Victory” and “Becoming a Person of Influence,” Houston, Texas, September 2014.

Presenter, The Worthing Companies, “Breaking the Ice,” Atlanta, Georgia, September 2014.

Presentation, Atlanta Apartment Association, “Growing Your Employee Engagement,” Atlanta, Georgia, August 2014.

Panelist, GenHERation Summer Leadership Series, Atlanta, Georgia, August 2014.

Presenter, The Worthing Companies, “Fuel for Success – A Mid-Year Review,” Atlanta, Georgia, July 2014.

Presenter, Georgia Association for Career and Technical Education, “Housing and Community Management,” Atlanta, Georgia, July 2014.

Participant, NAA Education Conference and Exposition, Denver, Colorado, June 2014.

Author, “Anchoring Talent Management to Business Performance,” Journal of Property Management, IREM, Issue May-June 2014.

Presenter, IREM, North Florida Chapter 35, “Success Through Signature Strengths,” Jacksonville, Florida, May 2014.

Presenter, Atlanta Apartment Association, “Seeds of Employee Engagement,” Atlanta, Georgia, April 2014.

Presenter, University of Georgia, “Thinc. Week”, Athens, Georgia, April 2014.

Participant, IREM Leadership and Legislative Summit, Washington, D.C., April 2014.

Presenter, ECI Groups, Inc., “Keys to Successful Selling,” Gulfport, Mississippi and Jackson, Mississippi, March 2014.

Presenter, Eastside Medical Center, “Understanding Yourself and Others,” Buford, Georgia, March 2014.

Participant, NAA Capitol Conference, Washington, D.C., March 2014.

Presenter, The Worthing Companies, “Keys to Successful Selling,” Atlanta, Georgia, February 2014.

Presenter, Waterton Residential, “Set Sail for Success: Winning the Waterton Way,” St. Petes Beach, Florida, February 2014.

Participant, NAHB International Builders’ Show, Seminar: Train the Trainer, Las Vegas, Nevada, February 2014.

Presenter, ECI Groups, Inc., “Keys to Successful Selling,” Atlanta, Georgia, February 2014.

Presenter, Landmark Properties, “The Business of Business,” Athens, Georgia, February 2014.

Presenter, Georgia Career, Technical and Agricultural Education, “Pathways in Housing and Community Management...Partnering for Progress,” Atlanta, Georgia, January 2014.

Presenter, Integral Property Management, “Success through Signature Strengths,” Roswell, Georgia, January 2014.

Presenter, Winthrop Management, “Winning the Winthrop Way,” Boston, Massachusetts, December 2013.

Presenter, Lt. Governor’s Business and Education Summit, “Strengthening Industry Partnerships,” Savannah, Georgia, November, 2013.

Presenter, GSA Seminar, “Business Etiquette,” Atlanta, Georgia, November, 2013.

Presenter, Worthing Properties, “Becoming a Person of Influence – Leading at all Levels,” Atlanta, Georgia, October, 2013.

Presenter, Savannah Apartment Association, “Successful Selling Begins with You,” Savannah, Georgia, October, 2013.

Presenter, IREM Fall Leadership Conference, “Anchoring Talent Management to Business Performance,” Scottsdale, Arizona, October, 2013.

Presenter, Atlanta Apartment Association, “Rev’n up the Revenue,” Atlanta, Georgia, October, 2013.

Presenter, Clayton County Interagency Council, “Apartment Management Careers,” Jonesboro, Georgia, September, 2013.

Presenter, Integral Property Management, “Closing the Circle,” Atlanta, Georgia, September, 2013.

Participant, National Multi Housing Council, Board of Directors and Advisory Committee Meeting, Washington, D.C., September, 2013.

Debbie Phillips and Jay Silverman, “Making Dollars and Sense with Sustainable Initiatives,” Florida Apartment Association (September 2013).

Presenter, NARPM Keynote Speaker, College Park, Georgia, September, 2013.

Presenter, IREM, “Effective Presentations,” Atlanta, Georgia, August 2013.

Presenter, Worthing Companies, “Revving Up Revenue,” Atlanta, Georgia, July 2013.

Presenter, NARPM Seminar, “Success Through Signature Strengths,” Atlanta, Georgia, May 2013.

Presenter, Matrix Residential, “Getting to The Heart of the Matter,” Atlanta, Georgia, May 2013.

Participant, Georgia Career Academy Network (GACan), Lt. Governor’s Business and Education Summit, Rome, Georgia, November 2012.

Participant, IREM Fall Leadership Conference, New Orleans, Louisiana, October, 2012.

Moderator, IREM Luncheon Panel, “Passport to Success,” Atlanta, Georgia, September, 2012.

Moderator, BOMA Luncheon Panel, “Our Changing Workplace: What Happens When Generations Collide,” Atlanta, Georgia, September 2012.

Judge, Indiana Apartment Association, Prodigy Awards, August, 2012 and August, 2013.

Team Leader, UGA Dawg Camp, Black Team, Covington, Georgia, July, 2012.

Instructor, IREM Georgia, “Leasing and Marketing: Expanding Your Customer Base,” Atlanta, Georgia, June 2012.

Presenter, University of Georgia Registrar’s Office, “Selling Value Through Superior Service,” Athens, Georgia, June 2012.

Presenter, IREM Legislative and Leadership Conference, “Adult Learning: Challenges and Opportunities,” Washington, D.C., April, 2012.

Instructor, IREM Ethics Seminar, Atlanta, Georgia, March, 2012.

Coordinated and Facilitated CAMT Orientation for Veterans at Georgia Piedmont Technical College, Clarkston, Georgia, in conjunction with the Office of the Lt. Governor, National Apartment Association Education Institute and the Georgia Apartment Industry Education Foundation, January, 2012.

Speaker, SOPOS Coalition Media Presentation, Atlanta Hilton Downtown, December, 2011.

Participant, SOPOS Coalition, 2011-2012.

Contributing Author, white paper, “Shut Out, Priced Out: The Need for Fair Housing for People with Disabilities.”, November-December, 2011.

Coordinated and facilitated the Institute of Real Estate Management’s (IREM) Leadership Panel, Atlanta, Georgia. November, 2011.

Instructor, IREM Ethics seminar, Atlanta, Georgia. November, 2011.

Presenter at the National Association of Home Builders (NAHB) HELP Grant competition, Washington, D.C. November, 2011.

Presenter at the Indiana Apartment Association’s Annual Conference, “A Framework for Talent Management in the Real Estate Industry” and “Becoming a Person of Influence.”, Indianapolis, Indiana., October, 2011.

Participant, Mock Interviews and Resume Reviews, Ola High School Career Fair, September, 2011.

Presenter at the University of Georgia’s College of Family and Consumer Economics annual retreat, “The Winning Attitude.” Camp Kiwanis, Georgia, August, 2011.

Coordinated meeting with Georgia Apartment Industry Education Foundation and Columbus Technical Institute to discuss educational programs in Residential Property Management.

Attended the National Apartment Association's Education Conference, Washington, D.C., March, 2011.

Coordinated "Career Spotlight" at DeKalb Technical College with the Atlanta Regional Commission and DeKalb Workforce Development, December 2010.

Presenter, Net Impact Speaker Series, "Green Building: A passing trend or the future of construction?", December 2010.

Author, "Leaders Plant Seeds of Success", OC Atlanta Magazine, Issue 4-10, December, 2010.

Speaker Institute of Real Estate Management (IREM), "Leaders at all Levels", November 2010.

Attended Housing Educators Research Association (HERA) annual conference, "At Home in the World", Portland, Oregon, October 2010.

Presenter, "Preparing for the Changing Workforce", Ola High School, McDonough, Georgia, October 2010.

Participant, National Apartment Association Education Institute Advisory Board, NAA Education Conference, New Orleans, Louisiana, June 22-26, 2010.

Panelist, NAAEI Recruitment, Retention and Education Summit, Washington, D.C., March 7-8, 2010.

Coordinated the Industry Education Forum for the National Apartment Association Education Institute, 2008.

Participant, Ford Partnership for Advanced Studies Next Generation Learning Communities (Ford NGLC), Second Annual National Institute, Palm Springs, California, June 23-24, 2008.

Panelist, FORD Partnership for Advanced Studies and Georgia Career Academy Network (GACan), Georgia State Capitol, May 8, 2008.

Visiting lecturer for the Georgia Tech Study Abroad Program – Paris, France. Lecture topics included: Marketing Strategies in Real Estate and Sustainability in Multi-Family Real Estate – July, 2006.

Coordinated career panel discussions for University of Georgia in the areas of real estate and property management, 2004 – 2009.

Coordinated career fairs for Georgia college and high school students, 2004 – 2009.

Conducted property tours for out-of-town students, 2004 -2009.

Presented Career Development Program to students at Henry County High School, 2003.

V. NATIONAL AND INTERNATIONAL PROFESSIONAL RECOGNITION

A. Honors and Awards

Certified Property Manager of the Year, Institute of Real Estate Management (IREM), 2015.
Emily Quinn Pou Professional Achievement Award, University of Georgia, 2015.
Outstanding Career Development Recognition (UGA), 2015.
ACE Educator of the Year, National Apartment Association, 2013.
1 in 75 Women Changing the Face of Real Estate, Institute of Real Estate Management (IREM), 2013.
Received Proclamation by Georgia Lt. Governor, Casey Cagle for Impact on Education and Career Development, 2013.
HACE Teacher of the Year, University of Georgia, 2012.
Certified Property Manager (CPM) of the Year, Institute of Real Estate Management (IREM), Georgia Chapter, 2012.
Anthony V. Pusateri Apartment Career Promotion Award, National Apartment Association Education Institute, 2012.
Outstanding Recognition for Career Development of Students, University of Georgia Career Center, 2012.
Excellence in Teaching Recognition, Georgia Tech, Spring 2011 and Spring 2012.
Excellence in Teaching Recognition, University of Georgia, Spring 2011 and Fall 2010.
Helen B. Sasser Award, Abraham Baldwin Agricultural College, 2009.
Women Out Front Award, Georgia Tech, 2008.
Outstanding Recognition for Career Development of Students, University of Georgia Career Center, 2006.
Creswell Award, University of Georgia, 2005.
Pacesetter Award, University of Georgia, 1993.

B. Professional Registration

Certified Aging-in-Place Specialist, (CAPS) National Association of Home Builders
Certified Property Manager, Institute of Real Estate Management
Certified Marketing Executive, Sales & Marketing Executives International
Certified Senior Housing Marketing Specialist, National Council on Seniors Housing
Certified Sales Executive, Sales & Marketing Executives International

VI. PROFESSIONAL DEVELOPMENT

Excellence in Education – Skill Specific and Competency-Based Education, Institute of Real Estate Management, 2015
Certified Aging-in-Place Specialist (CAPS), National Association of Home Builders, 2013
Judgment Index, August 2010
Certified Senior Housing Marketing Specialist, National Council on Seniors Housing, 2001
Certified Marketing Executive, Sales & Marketing Executives International, 1996
Certified Sales Executive, Sales & Marketing Executives International, 1996
Certified Property Manager, Institute of Real Estate Management, 1993