**John Citizen** 0409 009 009

50 White Close johncitizen@hotmail.com

ADELAIDE SA 5000

**PROFILE**

I am a diligent professional with an in-depth knowledge of the commercial property market in South Australia. Analytical with strong communication skills, I have proven ability in successfully negotiating complex transactions to achieve great outcomes for tenants and landlords alike.

I have excellent oral and written communication skills and pride myself on my flexibility and time management. In conjunction with my high working standards, I am an energetic and personable with an open mind and an excellent sense of humour.

# EDUCATION, TRAINING & QUALIFICATIONS

**Bachelor of Property, University of South Australia**

1997 – 2000

**Adelaide High School**

1992 - 1996

**CERTIFICATES & COURSES**:

**2020 Real Estate Training College**

 Real Estate Sales Agency Licence

**2019** **Construction Training SA**

 White Card

**DRIVERS LICENCE:** Car

**CLEARANCES:** Police Clearance (August 2021)

 Working with Children Check (January 2020)

**EMPLOYMENT HISTORY**

**Senior Commercial Property Manager, Citizen Real Estate**

2006 – current

* Manage a portfolio of 15 commercial buildings comprising of 45 tenants and 10,000 sq metres of office space
* Negotiate rent reviews and finalise legal documentation accurately
* Coordinate maintenance and meet compliance on essential services
* Preparation of budgets and ongoing detailed financial reporting including month P& L’s and variances
* Project management of tenancy fit-outs in conjunction with the facilities team
* Maintain frequently and consistent communication with all customers and clients
* Database Management
* Hire, train, lead and manage a team of 5 administration and accounts staff assisting with the portfolio
* Actively prospect for new business

*Key Achievements*

Built up from one assistant to a team of 5 people through growth of the portfolio, resulting in a net gain of 7 major new properties and a 40% increase in gross turnover of fees to the portfolio between 2015 to 2018.

Reviewed energy costs across the portfolio, suggested changes to landlords and reduce energy costs by an average of 15% across all properties

**Overseas Travel**

2004 - 2005

**Commercial Property Manager, A1 Real Estate Agency**

June 2000 – February 2003

* Manage a mixed use portfolio of commercial, retail and industrial properties
* Actively marketing vacant space to maximise return to landlords
* Landlord & tenant liaison
* New tenants screening and selection, lease negotiation, preparation of legal documentation
* Completing budgets and managing monthly income and expenses on properties
* Liaison with contractors and preferred suppliers, managing existing and new contracts
* Inspections: quarterly/initial and final, tribunal hearings, show throughs

*Key Achievements*

Implemented a series of checks and policies to improve compliance relating to areas such as fire safety, alarms, air conditioning water towers when previously there was nothing in place. This significantly reduced risk for the agency, landlords and tenants

Negotiated a particularly complex lease that ensure a key tenant not only stayed in a large property, but also increased their floor space be 2000 sq m

**Property Management Assistant, Burgundy Real Estate**

November 1995 – June 2000

* Working closely with the Senior Property Manager to manage a busy residential portfolio of 200 properties
* Receipting rent, managing arrears and bank reconciliations
* Coordinating general maintenance
* Contractor, Landlord & Tenant Liaison
* Attend tribunal hearings
* Conduct show throughs of vacant properties
* Answering phone calls, general administration

*Key Achievements*

Implemented a set of new forms for prospective tenants to fill out which was much easier to understand and quicker to process. Reduce the average time to return forms from 2 days to 6 hours.

### INTERESTS

 Golf

 Reading

 Music

 Movies

 Health & Fitness

**REFEREES**

Available upon request