

PHILIP DINUZZO

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2006 – Present BRIDGE Housing Corporation San Francisco, CA

Occupancy Coordinator - 2010 to Present

Previously: Occupancy Specialist - 2008 to 2010; Recertification Specialist - 2006 to 2008

- **Lead role in leasing and marketing** for a statewide real estate developer and property management company. Successfully leased more than a dozen projects in a variety of markets under complex regulatory frameworks.
- **Developed and implemented marketing campaigns** to successfully increase our customer base. Established web presences, engaged in direct public outreach and conducted market research for a portfolio of over 60 rental properties throughout the state. Played a key role in achieving greater than 95% occupancy rate over our entire rental property portfolio.
- **Succeeded in returning failing projects to solvency** in challenging markets and established myself as the problem solver for difficult projects. Worked directly with private partners, government agencies and potential residents to complete the most complex projects in the company's history, including projects in Richmond, East Oakland and the Bayview.
- **Developed tracking, reporting and marketing methods**, many now standard procedure companywide. Established procedures for working with specific government agencies, developed best practices for market comparisons, unified all marketing efforts under one umbrella and created budget manipulation tools. Reported regularly to executive level staff, investors and government agencies.
- **Supervised and trained** small teams working remotely to lease-up new projects and turn around struggling projects. Trained in excess of 40 staff members on customer relations, technology and compliance. Sole staff member entrusted with training partner organizations.
- **Provided extensive training on technology** including a companywide rollout of Yardi SaaS and provided ongoing support during transition. Continue to engage in QA and training.

2004 – 2006 Borders Books San Francisco, CA

Bookseller / Barista – Customer service and sales position while enrolled in school.

2003 – 2004 Jason's Deli Inc Lawrence, KS

Manager

- **Operated a successful, high-volume, deli-style restaurant**, including delivery and catering services.
- **Demonstrated excellent customer service skills** including building relationships with regular patrons and working closely with corporate catering customers.
- **Consistently increased year-on-year sales** (ranging from 4% to 12% monthly), to achieve the highest profit levels since the store's opening .
- **Aggressively reduced payroll, increased quality assurance and improved store presentation.** Achieved these goals by implementing new tracking procedures, micromanaging different aspects of operations and leading staff to enhance customer service.

2001 – 2003 Erik's DeliCafé Santa Cruz, CA

Supervisor – Day-to-day operations and management at flagship location.

SKILLS

- Outstanding communicator. Able to work effectively with people across all levels, backgrounds and personalities.
- Technically savvy, quick to learn and self-teach new applications. Close follower and participant in tech/web trends.
- Experienced with software, operations and customer service training within group settings and one-on-one.
- Software skills includes MS Office, Yardi SaaS, Acrobat, ESRI (geographic analytics). Familiarity with a wide range of other software and hardware.
- Editing and proofreading experience. Skilled in on-line and off-line research.
- Unlimited flexibility in schedule and travel.

EDUCATION San Francisco State University 2005 – 2006

- BA in International Relations, graduated with honors and a 3.88 GPA.
- Managing Editor of the SFSU International Relations Journal. Led an editorial staff to produce a biannual publication of student-written papers.
- Two-term Secretary of the International Relations Student Association.

University of California, Santa Cruz 2001 – 2003

- Fellow of the Global Information Internship Program. Provided IT training for social advocacy, including seminars on technology for policy advisors from developing nations.
- Studied Sociology and Political Science prior to transferring.