

TED & KAREN STEVENSON
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MORE INFO @ [HTTP://CPCOLORADO.ORG](http://CPCOLORADO.ORG)

QUALIFICATIONS SUMMARY

Highly personable Customer Service Team with over twelve years of experience in the Property Management and Self Storage industries.

- Talent for identifying financial structure, target market and maximizing potential income.
- Demonstrated ability to gain customer trust and provide exceptional phone skills that get customers in the door.
- Track record of clean, well maintained facility management that appeals to customers from the moment they arrive at the site.
- Expertise in resolving escalated customer service issues.
- Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).
- Exceptional PC and networking skills Microsoft and Cisco Certified

PROFESSIONAL EXPERIENCE

A Storage Place Evergreen,CO

April 2006 to Present

Resident Managers

Serve as Property Management Team at a 472 unit mixed facility with office and warehouse space.

Studied local neighborhood repositioned facility as only State of the Art Facility with Amenities and strong customer service. Revenue increased by more than \$100,000 in our first year.

- Found clients, built out two empty warehouses including electrical, lighting walls etc and locked in 5 year leases for 8,000 and 2100 square foot spaces.
- Correctly categorized storage spaces, adjusting rates accordingly and increasing current tenants to maximize profitability. Generated over \$100,000 in new revenue our first year.
- Instrumental in updating 9 facilities to email, computer generated leases, and truck rental contracts virtually eliminating postage and printing costs at each office.
- Created and promoted the companies first website through search engine optimization.
- Received numerous positive comments from tenants, and on employee reviews.

Resident Managers

Dahn Corporation (Mini U Storage)

(1996 to 2006)

- Ran facility in Bloomingdale IL. Split to cover other facilities as needed.
- Hired and trained incoming managers.

- Managed new purchase transitions and startups.
 - Developed internal web site for reporting purposes.
 - Karen moved to smaller facility in Littleton CO
 - Ted promoted to Asset Manager reporting to Corporate Office in Irvine CA
 - Ted responsible for Auctions and Audits at 100 locations nationwide.
- Generate feasibility studies and transition new acquisitions into Mini U Storage.

EDUCATION AND TRAINING

High School • TED - ADDITIONAL CERTIFICATION TRAINING FROM MICROSOFT AND CISCO

References on Request