

Alex Burnett

5357 Hawford Circle ▪ Belle Isle, FL 32812 ▪ 407 222 2049 ▪ alexburnett4@gmail.com

CAREER SUMMARY

Experienced Community Association Manager & Realtor with a demonstrated history of working in the Executive Management consulting industry. Business Analyst skilled in Valuations, Negotiation, Investigations, Luxury Goods, Budgeting, Marketing, Sales, and Real Property. Strong community and social services professional with a Master's degree focused in Public Administration.

PROFESSIONAL EXPERIENCE

Sentry Management, Orlando, FL 2017 – Present

Community Association Manager (On-Site at The Registry at Michigan Park Condominiums)

- Provided Management for a condominium community consisting of 264 units
- Routine/Daily site inspections and oversight of all Special Projects
- Reduced AR by \$198,000 within 3 months
- Reduced annual expenses by \$60,000 within 2 months through contract analysis
- Provide guidance to Board members regarding community policies all under the realm of state statutes and established Rules and Regulations
- Provide fiscal management through budget analysis/preparation, audit of financial documents, account receivable processes and employee records.
- Complete Board packets, agendas, RFPs, Reports, Action Item Lists; attend, facilitate Board Meetings
- Have knowledge of the contract analysis and vendor accountability practices

Access Residential Management, Orlando, FL

Director of Business Development

2016 – 2017

- Driving increased revenue and profit. Achieving the Company's ambitious growth
- Improving the Company's market position while establishing and strengthening key customer relationships
- Planning and coordinating the implementation of business plans and the penetration of new markets
- Prospecting, presenting and negotiating to successfully close new business sales

Community Association Manager (On-Site at Del Webb Orlando)

2014 – 2016

- Provide Management of Developer-controlled gated community
- Oversaw remodel of 30,000 square foot clubhouse to add Food and Beverage
- Reduced AR by \$130,000 through increased communication
- Provide guidance to Board members regarding community policies all under the realm of state statutes and established Rules and Regulations
- Have knowledge of the contract analysis and vendor accountability practices

Sentry Management, Clermont, FL

2013 – 2014

Community Association Manager (Portfolio)

- Provided Management for a portfolio of 9 communities (condos and single-family homes) consisting of 1,200-1,500 units
- Performed site visits for the purpose of oversight of client vendors and administration of client's enforcement processes and procedures
- Facilitated monthly Board of Directors Meetings

Starwood Vacation Ownership, Orlando, FL

2012 - 2013

Sales Representative

- Face to face presentations with guests through company/competition product knowledge
- Probe to clearly identify customer needs and wants.
- Anticipate all possible objections and have complete solutions ready.
- Achieve individual established performance guidelines within established time frames. Contribute to achieving overall site volume-per-guest (VPG) and closing percentages at budget levels, as set by management.

Coldwell Banker Real Estate, Orlando, FL

2005 - 2012

Realtor

- Preparation of detailed BPO's for financial institutions through financial auditing and data analysis
- Project Management of all property repairs for preservation and preparation for resale

- Manage and direct all sales related operations.
- Achieve consistently outstanding results:
 - Member of the President's Elite Club – reserved for the top 2% nationwide.
 - Produced \$5 million in gross sales, 2006.
 - Top 1% of Outbound Referral Agents, 2007.
- Create comprehensive business plans, clearly defining all challenges and opportunities.
- Manage, train and mentor real estate professionals, encouraging them to reach beyond pre-conceived limits to deliver excellence.
- Achieved outstanding sales results through prospecting, cold-calling & closing in spite of operating in an intensely competitive marketplace.
- Deliver dynamic, engaging sales presentation matching those needs and wants to property features and benefits to consistently meet or surpass personal sales goals
- Present purchase benefits with genuine passion and enthusiasm, generating excitement in the customer and increasing the chance of a quick, informed decision to purchase.
- Perform extensive analysis of sales data; create all statistical tracking reports summarizing quarterly and total sales, appointments, closing percentages, and commissions.
- Coordinate rental management companies, mortgage lenders, home inspectors etc. to make the buying process smooth and problem free, reducing the chances of buyers backing out of the deal.

Claims Resource, Kissimmee, FL 2002-2006

Marketing Director 2004-2006

- Built strong B2B relationships with key executives from Fortune 500 insurance companies, leading to trust, rapport, and a solid base of core business.
- Set up, managed and coordinated tradeshow exhibits.
- Generated large numbers of high-quality leads and converted them into long-term B2B Sales
- Managed and trained investigative staff.

Private Investigator 2002-2006

- Investigated allegations of insurance fraud through detailed audits of financial records, employee files, face to face interviews, recorded statements/interrogations, video/photo surveillance and specialized in location of missing persons
- Focused on uncovering the truth and documented such in order to build strong legal cases against defendants

EDUCATION

Master of Public Administration, University Central Florida, Orlando, FL 2001

Bachelor of Science in Social Work, University of South Florida, Tampa, FL 1996

LICENSURE

Community Association Manager - #CAM38644 Real Estate Sales Associate - #SL3150388

Notary Public State of Florida #GG204977

COMMUNITY SERVICE

Volunteer, HOA President, Sentry SMILES, Coldwell Banker CARES, Access Cares, Habitat for Humanity, Salvation Army, Ronald McDonald House