

DAWN MONTGOMERY

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“...poised, articulate, highly personable and client-focused, with 15 years of property management + senior administrative roles, who manages with competence, confidence, common-sense, diligence, fiscal responsibility and humour...maintains relationships to the highest levels...”

CAREER ACHIEVEMENTS

PROPERTY MANAGEMENT

- Acting P. M. during PM's 3 week illness
- Maintained building access system/website
- Designated contact person: telecommunications
- Identified/rectified incorrect pricing used by A.P.
- Evaluated/confirmed new tenant applications, liaise with tenants/staff
- Staff direction +documentation/contracts pertaining to building envelope maintenance
- Vacant-to-occupied administration/condo conversion to five high-end-high-rise buildings
- *“...hard-working...professional...organized, effective, resourceful, motivated, productive...”*
- MSOffice/Adobe Acrobat/Autocad/Yardy/GrainSmart/Navision/Internet Explorer/Word Perfect
- Support V.P. Property Management: bidding/advertising/correspondence/statistics/events/calendar

PROBLEM SOLVING

- Resolved contentious issue using diplomacy, avoiding litigation
- *“...incredibly commendable level of initiative...able to anticipate”*
- Initiated business-as-usual support to tenants of insolvent Bus. Centre
- Identified/located “untraceable” source with 3 phone calls in 5 minutes
- Renegotiated hardware contract following 50% reduction in service calls
- Conciliation between new/existing tenants, in-house and third party construction staff + designers

INTERPERSONAL

- Achieved 99% Customer Satisfaction Index
- Experienced building and managing relationships at all levels
- Monitored/defined protocols & procedures for international staff
- Last minute intervention provided correct dietary luncheon for Partner and visiting Guests
- *“...gets the job done...great communicator... team player... problem-solving...excellent people skills”*

MARKETING/SALES

- Closing ratio exceeds industry standards
- *“...an ideas person...creative thinking skills”*
- Increased demand for software demonstrations by 75%
- Created graphics/initiated e-infomail to clients/prospects
- Developed market: increased database by 6000+ prospects

PROPERTY MANAGEMENT EXPERIENCE

➤ Daniels Home Management Corp.

Site Administrator – One Park Tower

June 09 – Jan 10

- o Managed website/files
- o Liaison with residents/trades/vendors
- o Acting PM during PM's 3 week absence
- o Identified/rectified incorrect pricing in use by A.P.

➤ Kenair Apartments Limited, Toronto

Assistant to the V. P. Property Management

Sep. 99 – Nov. 02

- o Programmed building access system
- o Designated contact person: telecommunications
- o Resolved contentious issue with diplomacy, avoiding litigation
- o Vacant to occupied administration to four high-end-high-rise buildings
- o Renegotiated hardware contract following 50% reduction in service calls

Assistant to the Construction Manager

Sep. 97 – Sep. 99

- o All documentation/instructions/contracts pertaining to building envelope maintenance
- o Conciliation between new/existing tenants, in-house/third party construction staff + designers

OTHER

➤ Research + Sales + Marketing

- o *Data Analyst:* Brandintel
Tracked auto. industry consumer trends via internet forums/blogs/media articles
- o *Sales and Leasing:* Automotive Industry
Achieved 99% C.S.I.
Closing ratio exceeds industry standards
Created graphics/initiated e-infomail for clients/prospects

Feb. 07 – Feb. 09

Aug. 06 - Dec 07

➤ Shaheen & Peaker Limited, Burlington

Office Manager – Combined Operations - Burlington/Niagara Regions

Mar. 03 – Mar. 06

- o Assessed staffing levels: monitored/defined protocols for intl. staff
- o Identified/located “untraceable” source in 5 minutes + 3 phone calls
- o Managed six figure monthly billings + responsibility for all purchasing decisions
- o Edited engineering reports/produced PDF/electronic/hard copies for clients/third parties

➤ The Conac Group, Mississauga

Marketing/Sales Consultant

Feb. 96 - Nov. 96

- o Increased demand for software demonstration by 75%
- o Developed market - increased data base by 6000+ contacts

➤ HQ Business Centre, Mississauga

Reception/Client Support

Apr. 95 - Dec. 95

- o Management abandoned the Centre when HQ ceased business in Dec. '95. I negotiated use of space with landlord + provided business-as-usual service /support to tenants for six weeks until new management takeover.
- o Support to 30 clients: developed promotional materials/schedule management minutes/composed/edited client correspondence, event management

➤ Contract: *June.93/April 95, Nov 96/Feb 97, Nov. 02/Dec.02*

Professional Development

- o Leveraging your Website, *Min. Econ. Dev./Halton Exporters Network*
- o Autocad 12/14, 3D Studio Max, *Adult Learning Centre, Oakville*

*April 00
full time April/Aug. 97*

Education

- o MIT OpenCourse Ware
- o Psychology/English/Access: *Sheridan College*
- o Psychology/Sociology: *Lakehead University*
- o Art History: (BA equiv): *Nottingham Trent U. UK*
- o Dip. Multi Media Studies: *Mansfield College of Art, UK*

Affiliations & Volunteer Activities

- o A.C.M.O.
- o Women as Career Coaches - *mentor*
- o Hamilton Philharmonic – *volunteer*
- o HAPPEN/Company of Women - *member*
- o Halton Board of Education - *Fundraiser/Computer Support*
- o Canadian Cancer Society/Red Shield Appeal – *Fundraiser*
- o PLAN – *23 years support to families in Nepal & Bolivia*

former managers and colleagues say.....

"...an excellent administrator, manager and coach...high level of professionalism, poise...outgoing, passionate people person..."

GREG BROWN, M.A.

"...I recommend her highly as a person of integrity and ability. Thanks, Dawn, for being there..."

RICHARD BURKE

"...a pleasure to work with...goes the extra mile...great communicator... problem-solving... team player with creative thinking skills."

JENNIFER ESSEX, B.A.

"...very diligent ...very professional...personable...colleagues and clients want to work with her over and over."

OLUMADUNWA OLUSANYA, M.Sc.,

"...has excellent people skills...manages challenging customers and employees with genuine charm...conscientious attitude, highly productive...hard working, motivated and resourceful multi-tasker...integrity...elegant personality balanced by sense of humour"

RONALD A. SCHMIDT

"...received many compliments about her...very effective and well organized...approaches her work with enthusiasm, pride and intelligence...cheerful disposition and good team worker...able to get on with even the most difficult people"

ROBERT A.C. LEE, P. ENG., M.B.A.

"...demonstrates an incredibly commendable level of initiative...very friendly and easy to work with"

DONNA HALL

"...a very reliable team worker...manages communication well...able to anticipate"

PAT O'HARA

"...demonstrates a high degree of initiative, accuracy and professionalism...high level of communication skills...an ideas person"

JOCHEN SCHMITZ, P. ENG., M.B.A.

"...qualities of reliability and responsibility very evident...a "self-starter"... creative initiative in problem solving...cheerful disposition and keen sense of humour"

BRIAN R. ELLIOTT, B.A.

