

Linda Mugford, RCM, AIHM
716 The West Mall, Unit 605
Etobicoke, Ontario M9C 4X6
Phone: 416-626-7912, Cell: 416-576-1348
E-mail address: mugfordlinda@gmail.com

Objective: Seeking full-time employment

Highlights of Qualifications

- 1 Extensive Condominium Property Management experience
- 2 Ten years experience in budget preparation with proven ability to come in under budget
- 3 Nine years experience in contract negotiations. Goal – to get quality work for the best price
- 4 Extensive supervisory skills including recruitment and training
- 5 Effective communication skills with clients, general public and staff members
- 6 Proven ability to problem solve, make critical decisions and meet deadlines
- 7 Strong organizational skills with the ability to establish work priorities
- 8 Committed to a high degree of customer service, easily develop rapport with people
- 9 Ability to work independently or within a team environment
- 10 Committed to a high degree of confidentiality in all aspects of communication
- 11 Computer literate in: Microsoft Windows XP; Microsoft Word; Microsoft Excel; Minicom; Chequescribe; Comans (Property Management Program); Multi-link; Textwrite and Pro-com (Communications and Security)

Employment History

In my career as a Property Manager I have gained the experience and skills necessary to manage condominium buildings to their fullest potential. The following outlines the scope of my abilities:

- Customer service. Communication with residents through newsletter, personal correspondence and regular notices
- Responsible for all physical management and regular inspections
- Responsible for the preparation of the yearly budget
- Negotiated contracts with trades and contractors
- Partially responsible for shared facility consisting of guest suites; party rooms; billiard, tennis, card and dart rooms; pool, spa, sauna and exercise rooms
- Recruited, trained and supervised a staff of cleaners, concierge, superintendents and administrator
- Researched and prepared agenda and attended monthly meetings with the Board of Directors
- Prepared monthly newsletter
- Prepared and mailed Annual General Meeting agenda and required documentation. Set-up of arrangements of tables, seating and catering.
- Enforcement of by-laws, rules, Declaration and Condo Act.
- Collections of monthly fees, Form 14's and liens

New Buildings:

- Responsible for renovations and set-up of the office for new condominiums prior to and following turn over.
- Liaised and worked with engineers to expedite developer deficiency repairs for the Corporation
- Liaised with developer, Tarion, and residents on deficiencies.
- Researched and developed the owner's list and filing system

LINDA MUGFORD

Residence: (416) 626-7912

Work History:

Westmall Management Services Inc. – March 2010 to present
Contract management services in Non Profit Housing

Del Property Management Inc. May 2008 – February 2010
Property Manager – 450 units + Shared Facility

Simerra Property Management March 2007 to May 2008
Property Manager – 5 luxury high rise buildings in downtown Toronto

Brookfield Residential Services April 2005 to March 2007
Property Manager - from Turnover

Comsec Property & Financial Management Ltd. May 2001 to April 2005
Property Manager - 214 units

Provincial Property Management / Savoy Financial Services Oct. 1999 to May 2001
Financial Manager - 26 condominium corporations
Responsible for preparation of monthly financial statements, payables and reserve investments.
Receivables for YCC 75

YCC 75 managed by Savoy + Associates May 1989 to Oct.1999
Assistant Property Manager/Administrator - 492 units

- 1 Responsible for payables, receivables, Status certificates, monthly financial statements, banking, registered liens at Land Titles, correspondence.
- 2 Managed in-house cable TV and card access system.
- 3 Managed large petty cash fund derived from in-house laundry room and in-suite maintenance repairs income.
- 4 Supervised a staff of six including superintendents, cleaners and maintenance personnel.

Main Square Apartments managed by GPM Property Management 1987 to 1989
Rental Agent and Administrative Assistant.

1. Responsible for all rentals and transfers
2. Rent-Geared to Income Program - responsible for all subsidy applications
3. Credit checks with the credit bureau
4. Assisted Administrator with site office records.

Education

**Brookfield Residential Services
Campus**

ACMO Law course – New Condo Act
Certificate Program

ACMO Building Physical Maintenance
Certificate for ACMO & IHM

ACMO

- refresher course and exam
- RCM designation

**Sir Sandford Fleming College –Brealey Campus
Campus**

Consumer Studies & Housing Program
Bookkeeping certificate program with
Completed 2 year program with honours
Segments 1 & 2 OREA (real estate programs)

Humber College- North

Property Management

All courses completed –

Georgian College - Orillia

Completed

honours

REFERENCES AVAILABLE ON REQUEST.