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EXPERIENCE

BARKER PACIFIC GROUP, One Sansome Street, San Francisco, CA

Interim Property Manager (Feb – present)

Assistant Property Manager (May 2010 – February – 2011)

- Property manager for 600,000 sf Class-A 40-story office building located in San Francisco's central business district.
- Accounting/Reports: Assist with preparation of annual budgets and re-forecasts, CAM and Tax escalations and reconciliations; prepare monthly variance report, aged delinquency report, rent rolls, and other financial reports; prepare and distribute tenant rent statements and administer collection of account receivables; review accounts payable invoices and prepare vouchers for payment; prepare accurate tenant bill-backs and internal re-bills in a timely manner; prepare invoices for miscellaneous contractor charges, tenant notices and mailings. Monitor delinquent lease payments; initiate collection activities when necessary as well as other finance reporting.
- General Administrative/Operations: Oversee service contracts including regular property inspections; attend and contribute to staff meetings relating to the operation and management of the building; offer potential problems and solutions regarding the property; ensure all work orders are processed and delegated to appropriate personnel, including coordinating the moves of tenants in and out of the building; maintain positive and effective working relationship with all tenants, contractors, and employees. Assist in development and updating of tenant manuals, emergency procedures and other necessary formal tenant communications
- Tenant Relations: Demonstrate initiative in recognizing needs of the building and tenants, particularly where tenants' satisfaction is involved, and responding to company policy accordingly, including coordination of additional services and tenant education with regard to building policies and procedures.
- Perform all tenant coordinator tasks.

BROADWAY REAL ESTATE SERVICES, One Sansome Street, San Francisco, CA

Tenant Services Coordinator (March 2009 – April 2010)

- Efficiently manage tenant service requests via phone, email, and online work order system; conduct bi-weekly janitorial walk-throughs of tenant spaces; maintain close working relationships with tenants through regular communication.
- Provide administrative support: direct all incoming calls; receive and distribute mail; maintain office supplies; arrange meetings; maintain all files; maintain tenant listing information.
- Accounting: code invoices; generate tenant bill-backs; create utility invoices; organize and distribute rent statements; assist with annual budget, variances, and accruals.
- Coordinate work with janitorial company, security, and vendors; create contractor work authorizations; maintain tenant and vendor Certificates of Insurance.
- Assist in implementing and promoting sustainable best practices.
- Plan and organize tenant events.
- Meet regularly with Chief Engineer to learn about building systems; pursue outside educational opportunities.

REVEL WINE COMPANY, Peninsula & South Bay, CA

Wine Sales (December 2008 – March 2009)

- Established new on-premise and off-premise accounts in designated territory; promoted sales by conducting tastings and other wine events for accounts.
- Developed and maintained close relationships with accounts through exceptional customer service.

CAC REAL ESTATE MANAGEMENT CO., INC., San Francisco, CA

Project Coordinator (July 2008-December 2008)

- Provided administrative support to Project Management Team and Property Managers, including: preparation of memos, contracts, leases, and correspondence as directed by the Property Manager and Director of Leasing;

creation and maintenance of an efficient filing system for general building, tenant leases, vendor and contract files; answering and directing calls; sorting and distributing mail.

- Assisted with accounts payable/receivable, monthly funding requests, and operating expense reconciliations.
- Maintained and organized Certificates of Insurance; created and maintained project and property binders.
- Responded effectively to tenant service requests and concerns via phone and email.

OPUS ONE WINERY, Oakville, CA

Guest Relations Coordinator (October 2007-June 2008)

- As a member of 10-person GR team, greeted, assisted and built relationships with guests; set-up and conducted trade and consumer tours and wine-by-the-glass tastings; tailored tours to guests' level of wine sophistication.
- Aided guests in selecting wines for purchase.
- Served as concierge and explained program options to visitors; ran special events.
- Maintained, updated, and expanded knowledge of viticulture and enology by participating in educational trainings offered by Opus One and outside sources.

Harvest Intern (July-September 2007)

- Received and sorted harvested fruit; drove forklift to transport fruit and bins; sanitized winery equipment.
- Prepared barrels before fill; topped and added sulfur to barrels; pulled wine samples for lab.

Guest Relations Assistant (July-November 2005)

- Provided support for Guest Relations and Retail programs during busy season; oversaw security of winery.
- Assisted in prepping for special events, and helped concierge.

K & L WINE MERCHANTS, San Francisco, CA (November 2006-April 2007)

Wine Sales

- Provided outstanding customer service and informed sales recommendations to the public, both in-store and via telephone; accurately processed all types of retail transactions; performed store opening and closing procedures.
- Managed and served at liaison for domestic and international sections of store, and attended outside tastings to enhance product knowledge.

TESTAROSSA VINEYARDS, Los Gatos, CA (September – November 2006)

Harvest Intern

EDUCATION

UNIVERSITY OF CALIFORNIA, Davis (June 2006)

B.A. in French with Honors, Minor in Linguistics

Junior Year Study Abroad Program, University of Bordeaux, France (9/04-2/05)

Honors:

Phi Beta Kappa, Davis Chapter

Pi Delta Phi, French Honor Society

National Society of Collegiate Scholars

Supplementary Courses:

RPA Courses (in Progress)

Real Estate License Courses (in progress)

Wine Marketing/Sales Short Course, UC Davis Extension (7/06)

Intro into Viticulture, Napa Valley College (Fall 2007)

Committees:

BOMA Young Professionals

BOMA Energy & Environment

Accreditations:

LEED Accredited Professional, Operations & Maintenance