

TAMMY CAIN, CPM

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PROFESSIONAL PROFILE

- Diversified experience spans over 26 years in commercial property management and leasing; includes office, industrial, healthcare and retail
- Career accomplishments met through managing multi-site locations (10+ sites), 695,000 square feet of office space, 1,474,000 square feet of industrial buildings and over 100 leases
- Positive leader and effective manager, building successful relationships with all levels of organizations internally and externally
- Highly motivated, self-disciplined and team oriented individual
- Effective problem solver focused on balancing owner/tenant needs with company goals
- Proven abilities to generate revenue through tenant growth and tenant retention; and to reduce costs through RFP processes

EDUCATION AND AFFILIATIONS

B.S. Business Administration, 1985, Murray State University, Murray, Kentucky
Certified Property Manager
Real Estate Broker, State of Tennessee
Institute Affiliate - Board of Realtors
Institute of Real Estate Management – Secretary 2007-2009 for local chapter

EXPERIENCE

DUKE REALTY CORPORATION

Nashville, Tennessee

Senior Property Manager, November 2000 – December 2011. Overall responsibility to Vice President of Asset Management for all property management duties described in a multi-site real estate portfolio which includes healthcare. The portfolio consists of over 100 leases, ~695,000 square feet of office and ~1,474,000 square feet of industrial buildings. Duties include:

- Asset Management
 - Work with VP to coordinate and implement asset plans for all properties
 - Maximize recoverable income on a property-by-property basis.
 - Collect and coordinate market data and competitive operating expense
 - Establish and maintain current year expense stops, base year and operating expense estimates for respective portfolio
 - Collaborate with maintenance operations to facilitate five-year capital plan
 - Assist Business Unit in achieving goals and objectives: Occupancy, Development, Dispositions/Acquisitions, FAD/Capex monitoring, and monitoring direct expenses
 - Create and develop property level budgets for each property
- Customer Service
 - Assist VP in the development, coordination and implementation of market specific tenant outreach programs
 - Develop and maintain relationships with key tenant decision makers
 - Actively support and implement the Complete Customer Satisfaction program to include all phases of pre- and post move in process. Includes coordinating new tenant move in and participating in tenant outreach program and CCS council
 - Resolve tenant problems and issues
- Operational
 - Manage letters of credit, renewals/expiration and tenant survey
 - Coordinate and participate in vendor meetings as necessary
 - Assure operational compliance (vendor contracts, insurance certificates, tenant contact reviews)
 - Code and approve invoices
 - Review and act on exception reports
 - Administer owner association duties

EXPERIENCE

HOLLADAY PROPERTY SERVICES, INC.

Nashville, Tennessee

Commercial Property Manager and Leasing Agent, July 1998 – October 2000. Overall responsibility to the Senior Vice President for creating, organizing and executing the annual management plans for the Centennial Medical Center medical office building complex. Duties included:

- Organized the operations of each property to achieve owners' established goals and objectives
- Maintained communications between on-site personnel, tenants and management
- Worked with contractors in tenant build-outs
- Negotiated new leases and lease renewals for the property owners
- Negotiated vendor contracts and services and monitored services rendered
- Marketed and promoted assigned properties
- Staffed, trained, managed and motivated maintenance and administrative personnel
- Managed collection of receivables and payment of expenditures
- Managed development of monthly computerized management reports including rent rolls, accounts receivable, accounts payable, financial statements and general ledger
- Controlled property expenses through bidding and purchasing analyses
- Created and revised annual budgets and explained monthly variances

ALLIANCE COMMERCIAL REAL ESTATE SERVICES, INC.

Nashville, Tennessee

Commercial Property Manager, May 1990 – July 1998. Overall responsibility to the Chief Executive Officer for all property management duties outlined above. Projects included multi-tenant office buildings, retail shopping centers and office/warehouse buildings.

McNEIL & ASSOCIATES, INC.

Nashville, Tennessee

Commercial Property Manager, May 1989 - April 1990. Overall responsibility to the Chief Operating Officer for all property management duties outlined above. Projects included five multi-tenant CBD office buildings.

S.J. INVESTMENTS, INC.

Nashville, Tennessee

Real Estate Salesperson, December 1988 - May 1989. Responsible for sales of residential lots, houses and industrial properties.

CRC EQUITIES, INC.

Nashville, Tennessee

Real Estate Salesperson, June 1987 - November 1988. Responsible for on-site sales of residential lots and speculative houses, contract negotiations, mortgage closings, and construction coordination. Duties also included marketing and promotion of projects.

EQUITY CORPORATION

Nashville, Tennessee

Commercial Leasing Agent, May 1985 - May 1987. Responsible for negotiating leases, marketing and promoting various commercial properties and managing shopping centers.