

Suzanne Nantz

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PROFESSIONAL PROFILE

- Senior-level leader with strong P&L, sales, and marketing management skills, as well as ability to meet unique demands.
- Recognized leader and mentor who effectively manages multiple remote locations.
- Top performer with proven track record in increasing revenues, improving profit contributions, and maximizing customer satisfaction.
- Take-charge manager who resolves difficult situations under adverse conditions.
- Exceptional interpersonal communicator with proven ability to motivate diverse groups.
- Innovative troubleshooter and problem-solver who excels at developing creative ideas.
- Highly motivated self-starter who maintains high team morale during difficult times.
- Award-winning achiever with 11-year history of loyal dedication to employer; promoted five times in 11 years, usually within five years.



SENIOR OPERATIONS EXECUTIVE

Proficient field operations executive eager to manage multiple units/locations while driving sales and delivering results

PROFESSIONAL EXPERIENCE

Regional Vice President, West, *Workplace Solutions*, Tiburon, CA, April 2002 to Dec. 2004

- Oversaw portfolio of 36 business centers with 1,800+ clients in the West Region of Workplace Solutions, an office business-center company offering real-estate alternatives to small entrepreneurial businesses, as well as large corporate companies desiring turnkey satellite offices.
- Directed delivery of sales results to meet annual total sales budget of \$44 million with bottom-line profits of \$9 million annually.
- Handled full P&L accountability, as well as regional and individual center budgeting.
- Took ownership of region in entrepreneurial manner and performed without supervision.
- Ensured delivery of superior customer service and satisfaction, culminating in all-time high customer-satisfaction rating of 96 percent in Q2 2004; developed and led quarterly client focus groups to keep abreast of client needs/trends and better serve customers.
- Played key role on senior management team that ensured that Workplace Solutions emerged within 18 months from Chapter 11 in a position healthy enough to be sold to its No. 1 competitor (Office Palace, which retained the Workplace Solutions brand) within eight months of emergence from bankruptcy.
- Increased office occupancy from 74 percent to 81 percent and Virtual Office clients by almost 360 between Q1 and Q3 2004.
- Steadily increased revenue to average of \$3.6 million monthly.
- Reduced expenses from \$3.1 million to \$2.8 million/month in seven months.
- Exceeded YTD 2004 budgeted EBITDA by 118 percent.
- Supervised and trained 160+ employees and expertly integrated new teams and business centers into region, instilling sufficient confidence in team members so they could command premium prices from clients.
- Motivated 40-manager team; developed “zone concept” – implemented company-wide within a year – by dividing large team into smaller zones to focus on needs of those markets.
- Transformed “office-manager type” individuals into successful, well-trained, self-directed, motivated, entrepreneurial businesspeople.
- Co-developed Workplace Solutions University program to focus on increasing services revenue and demonstrate services and benefits of officing at an Workplace Solutions center; Workplace Solutions implemented concept company-wide within a year of unveiling.
- Oversaw continual branding of Workplace Solutions in the real estate, finance and legal sectors, as well as regional growth, including center expansions and consolidations, and investigating new locations.
- Developed and implemented employee training programs.
- Managed all facilities, including renovations and improvements.
- Created annual and quarterly business plans.

PRAISE FOR ACCOMPLISHMENTS

“You have responded so well to all the change and have shown you are flexible and patient beyond what you could have been ... I have really enjoyed watching you win over all the people in your region. You just wouldn’t believe what rave reviews I have gotten on you in my travels for being such a good listener and for bringing energy and enthusiasm to our team members wherever you go.”

– *Greg Primrose*
Former CEO
Workplace Solutions

“I’ve never had a superior so encouraging and supportive.”

– *Kathryn Jaspers*
Operations Manager
Workplace Solutions

“Because of you, I have not only become a better manager, I have become a more confident and goal-oriented person. With you as a leader and mentor, there was a sense of unlimited possibilities and potential. You demonstrated through your constant communication and support that you were there for us no matter what time of day.”

– *Cal Watterson*
General Manager
Workplace Solutions

“It is you I have to thank for the passion I have developed for this industry. Your training and attitude were always positive and encouraging and quite contagious.”

– *Mary Anne Delaney*
Former Area Vice President
VANTAGES

Regional Vice President, West Region, *Workplace Solutions*, Tiburon, CA, Oct. 2001 to April 2002

- Oversaw operation of all business centers in Northern and Southern CA, WA, OR, AZ, CO, NV, and UT through 10 area vice presidents, performing functions that included complete P&L, sales, and operations for all centers, developing and adhering to quarterly and annual budgets, customer satisfaction, staff development, and meeting occupancy goals.
- Quickly evaluated existing management team and changed culture in four months to overcome low morale, poor financial results, and high turnover.
- Achieved phenomenal turnaround within six months in employee morale; reduced turnover; increased promotions; enhanced employee satisfaction; boosted results, client satisfaction/client-turnover, and ability to increase pricing by conducting regular training sessions to obtain team-member feedback and improve skills; implemented morale-boosters, offsite manager meetings, contests, and consistent communication.
- Selected as one of five executives to help restructure and reorganize company when it filed for bankruptcy protection because of inflated inventory.

Regional Vice President, Southwest Region, *Workplace Solutions*, Tiburon, CA, May 2000 to Oct. 2001

- Oversaw operation of all business centers in TX, AZ, CO, NV, and UT, including supervising six area vice presidents.
- Initiated successful concept of conducting elaborate quarterly two-day meetings with guest speakers.

Area Vice President, Chicago/Milwaukee Area, *Vantages*, Chicago, IL, Dec. 1998 to May 2000

- Oversaw 13 centers comprising Chicago/Milwaukee area, including training and coaching.
- Taught managers to focus on business’s bottom line by training them to read and audit monthly financial reports to identify reducible G&A expenses.

Regional Director and General Manager, *C-Level Office Centers*, Chicago, IL, Oct. 1993 to Dec. 1998

- Managed two Chicago-area executive suites before Workplace Solutions acquired them, overseeing sales, marketing, and operation of centers, and focusing on bottom-line profitability and low staff turnover.
- Introduced unique leadership skills to reduce high staff turnover and quickly developed team of marketing-driven, participatory employees that boosted monthly average services by 73 percent, increased general revenues by 16 percent, and reduced collections and late charges by 99 percent within first seven months.
- Negotiated office sales; managed staff; evaluated monthly financial reports; prepared annual budgets; and ensured timely collection of accounts receivable at an average of 98 percent.

Account Rep/Operations Manager, *Goodwin-Jeancola & Associates*, Springfield, IL, 1989 to 1993

- Played key role on crisis-management team that performed on-site evaluation of client businesses, along with implementation of recommended business plan.
- Oversaw office and facilities management, as well as human-resources administration, including providing training of new hires and existing staff.

EDUCATION

- Completed coursework in Business Management, Northwestern University, Chicago, IL

AREAS OF EXPERTISE

- Administration Management
- Budget Development
- Business Plan Development
- Capital Improvements
- Change Management
- Competitive Analysis
- Corporate Reorganization
- Customer Service Improvement and Initiatives
- Decision Making Direction
- Directing High-Producing Teams
- Efficiency Improvement
- Facilities Management
- Financial Management
- Low Staff Turnover
- Management by Objectives
- Mergers and Acquisitions
- Multi-Million Dollar Profit/Loss Direction
- Office Management
- Open Lines of Communication
- Operations Management
- Organizational Restructuring
- Policy Formulation
- Procedure Development
- Profit/Loss Management
- Profit Margin Increases
- Revenue Growth
- Staff Coaching/Mentoring
- Staff Leadership Development
- Strategic Planning
- Strategizing Client Needs
- Team Building

DISTINCTIONS AND AWARDS

- Won prestigious Penthouse Suite Association (PSA) Success Award for 1994 as a result of the suite's achieving its highest billing months and 100 percent occupancy for the first time.
- Led center to win coveted Center of the Year Award in 1997, as well as 2nd and 4th quarter Outstanding Center Awards, as suite with best service ratio, collections, excellent overall performance, and customer-service ranking.
- Selected as a featured speaker at Penthouse Suite Association (PSA) Convention in 1995, on "Develop a High Performance Work Team."
- Invited to deliver how-to seminar on staff interaction with prospects at 1998 PSA Educational conferences.

