

FRANK/LILLIAN MAHAN
2301 Higdon Ferry Road C-2
Hot Springs, AR 71913
501-520-0515 H
501-655-9181 C

GOAL: Manage Property To Contribute To Profitable Performance

EXPERIENCE:

1989-Now Sr. Consultant, American Management Resources providing services to improve operations in several business, storage, education and manufacturing operations.

1999-2004 Managed on-site 800 unit self-storage facility. Implemented MSTC computer system and set goals/objectives for high performance work system emphasizing ~~teamwork and group decision making~~. Also during this time I managed other property management facilities.

- * Improved occupancy from 69.6% to 99.74% and savings of \$93000.
- * Maintained net operating profit for maximum bonus.
- * Negotiated contracts for painting, signage, advertising and grounds maintenance.
- * Established new telephone system for reservations, open/transfer, moveouts and date-order requests for units.
- * Set new advertising procedures for new businesses.

1996-1999 Managed on-site 550 unit self-storage facility. Sentinel record keeping system and maintenance. Included rental, reports, collections, gates, grounds, maintain units and advertising. Also maintained business units located on the property. Established positive environment for excellent customer relations. Occupancy maintained at 98 to 99%.

(9 years) Managed and supervised three complexes with 100 to 180 apartments. Included marketing, training, leasing, collections, gates, bookkeeping, payroll, computer systems, maintenance and "service philosophy for customers".

PROFESSIONAL BACKGROUND

Teaching/administrative experiences, supervision and human resources for John Deere, General Dynamics and International Paper. Skills in personnel management and team building environments. Completed bachelor, master's and graduate education. Lillian has also worked at Ouachita County Hospital and St. Joseph's Hospital as a patient representative.

You will find us as positive and dedicated individuals that you will enjoy meeting and with a dedicated work ethic. Enthusiastic and multi-talented for a positive environment.

SELF - STORAGE

PROFESSIONAL REFERENCES

FRANK/LILLIAN MAHAN

Mr. Alan Lundgren, 4545 North 36th Street, Suite 101 Phoenix, AZ 85018 602-257-4667 (office) 602-271-0206 (cell) (Regional Supervisor)

Mr. John Shoecraft, 4545 North 36th Street, Phoenix, AZ 85018 602-257-4667 (Owner)

Lewis Realty & Associates, Gene Lewis, 6705 West 12th Street Little Rock, AR 72204 501-663-0077 (Owner)

Allyce Twedt, Lewis Realty & Associates, 6705 West 12th Street, Little Rock, AR 72204 501-663-0077 (Supervisor)

Mr. James Smith, Federal Property Manager, State of Arkansas, North Little Rock, AR 501-835-3111 (work) 501-988-5723 (home) Adult Educator, (Property Manager)

Dr. Gary Olney, President, American Management Resources 705 52nd Street West Des Moines, IA 515-222-9044 (Consultant)