

PROFESSIONAL SUMMARY

Offers motivating oversight with a goal-oriented approach for staff and clients alike while increasing brand awareness of Southern States Management Group by constantly pursuing out-of-the-box value adding offerings

MANAGEMENT & CONSULTING

"We carry our homes within us, which enables us to fly."
~ John Cage

- Hires, trains and supervises a diverse team of Community Association Managers, Accountants and administrative staff
- Leads by example with a motivating disposition
- Consults with clients to identify unique needs and obstacles in order to formulate and execute best practices for a community
- Works with team members and clients alike to assure the most efficient and effective use of resources
- Provides guidance to developers and real estate professionals with respect to the creation of common interest entities

ADMINISTRATION & FINANCIAL

"Home is where wi-fi connects automatically."
~Unknown

- Provides oversight and analyses of 150+ independently operating master and sub-associations representing nearly 16,000 assessment paying units
- Creates dynamic financial planning models for use in creating comprehensive capital improvement programs and pro forma-operating results
- Develops and analyzes the findings of community wide surveys to understand the dynamics of changing membership characteristic and needs
- Develops policies and procedures that assist community associations in operating in an efficient manner while adhering to applicable covenant and restrictions
- Supervises investment (treasury) management

CUSTOMER SERVICE

"The road to success is paved with well handled mistakes."
~Neiman Marcus

- Encourages strong communication between management, fellow employees and communities to strive for the most informed and educated team possible
- Works to identify problem solving and trouble-shooting techniques that create acceptable resolutions and increase productivity
- Demonstrates listening and verbal skills to resolve countless interpersonal, political and technical issues

MARKETING & COMMUNICATION

"Home is where our story begins..."

~Unknown

- Develops a variety of strategies and offerings to accomplish the communications goals of clients and industry-specific initiatives
- Develops long-lasting relationships with clients, vendors and other members of the community
- Attracts and matches top tier talent by marketing and interviewing effectively
- Handles media relations on an ongoing basis identifying opportunities to highlight communities and employees

PROFESSIONAL HISTORY

Vice President – Present	Southern States Management Group	June 2008
Economist & Senior Consultant 2008	Black & Veatch Corporation	May 2004 – May
Management Consultant	Hartman & Associates, Inc.	Feb. 2001 – May 2004

COMMUNITY INVOLVEMENT

Secretary Present	Rotary Club of Ormond Beach	June 2016 –
Secretary Present	Darcy Acres Scholarship Foundation	June 2016 –
Treasurer 2018	Building Association Managers	Jan. 2015 – Oct.

EDUCATION

Bachelor Science, Finance - Elon University, Elon, NC
Masters Business Administration - Rollins College, Winter Park, FL

TESTIMONIALS

"The team at Southern States Management Group has been a tremendous asset to me and my partners on our residential development sites. Their knowledge and guidance has helped with ourselves and our residents unlock value and provide stability to the existing HOA's that we have inherited over the years. SSMG is my go-to team when it comes to residential community management."

~ Chris Butera, Principal SVN Alliance

"Southern States Management Group meets all our expectations for the association. The SSMG Team is always diligently working in the background and does a fine job of keeping the association up-to-date on the finances. This management company has been invaluable in helping this Board make decisions."

~ Carol Rotolo, President COA, Daytona Inn Beach Resort



JEFFREY ANNON

"Southern States Management Group team is the best in our area. The leadership is reliable, knowledgeable, and attentive to details. Their communication skills and financial acumen is outstanding. They are problem solvers and work hard to meet our HOA needs in a timely manner."

~Bruce Aiello, Treasurer, Hammock Dunes Owners Association, Inc.