

Rebecca K. Buchanan, CPM, RPA

Commercial Real Estate Professional

Enhancing Operations Through Innovative Leadership That Drives High-Quality Teams

Qualified, commercial real estate professional with 20+ years of proven experience leading successful commercial real estate operations. Career interests include the development of successful, efficient staff members and the enhancement of organization from within. Consistently achieves desired performance outcomes for today's operations by developing, implementing, and executing various projects that produce high-quality results. Leads successful real estate initiatives – from developing and implementing business plans, to leading teams to reduce operating costs, to maximizing net income – all of which result in the execution of company goals and objectives. Routinely implements training, leadership, and new processes that support the organization's core commitments to high-quality performance and effectiveness. Career goal is to support a leading, mission-driven commercial real estate company in a dynamic head of properties role.

Core Competencies:

Real Estate Portfolios | Mentoring & Training | Leases & Renewals | Teamwork & Collaboration
Project Management | Analysis & Reporting | Financial Services | Acquisition & Disposition
Leadership & Communication | Strategic Development | Innovative & Creative | 3rd Party Facilitation
Quality Assurance | Customer Service | Contracts & Negotiations | Budget Management

Key Contributions

- **Highly adept at directing and providing oversight to large-scale real estate portfolios, while reducing operating expenses and developing a variety of relationships.**
- **Demonstrated ability to effectively establish new, more efficient methods and processes to ensure the highest quality of work is being produced.**
- **Offers strong leadership, coaching and mentorship skills to help build strong, self-sufficient and performance-driven teams.**
- **Routinely recognized for high-quality leadership and successfully leading project teams; successfully coaches and mentors managers and staff, applies innovative changes, and continuously strives to reduce risks and enhance performance.**

Professional Experience

THE RMR GROUP, Atlanta, GA, previously Washington, DC | 2017 to Present

Senior Area Director

Direct the Atlanta-based team in all aspects of property-level management, including managing internal reporting, leasing, execution and refinement of client/owner investment strategies and operations across multiple asset classes of real estate including commercial, industrial and medical office/life sciences in GA, FL, SC, NC and AL.

- Successfully coach, mentor, and develop direct reports to support success, ensure the highest quality of work, and guarantee that managers are effective at managing and directing others.
- Develop and implement approved business plans; establish operating and capital budgets and projections for 50 properties totaling over 9.7M square feet.
- Administer and oversee daily property operations, capital projects, and improvement work; conduct site visits for acquisition analysis, annual asset review, yield-up analysis and more.
- Assist with placing debt financing on assets, while ensuring all reporting metrics are followed; prepare various reports for executives.
- Cultivate and maintain tenant relations and retention programs, and relationships with brokers, the real estate and general business community.
- Collaborate with asset managers on leasing efforts with outside brokers, and in the negotiation of rent resets, lease restructuring, lease renewals, extensions, and expansions.
- Key member of the acquisition team for a 70 property, \$4B company; provide oversight and ensure the execution of over 100 capital projects, worth \$25M in spend annually.
- Drive financial results for the South region; oversee \$55M in expenses; contribute \$100M net income to REITs.

Professional Experience (cont.)

VORNADO REALTY TRUST, Arlington, VA | 2014 to 2017

General Manager, Management Services

Oversaw operations for 4M square foot portfolio of office, medical office, and retail in Washington DC, Maryland, and Virginia; major tenants included: United Nations Foundation, National Institute of Health, Johns Hopkins, etc.

- Effectively collaborated with outside attorneys and brokers in structuring leases for 3rd party owners; partnered with 6 general managers, by hosting meetings to assist in steering department initiatives.
- Directed 5 property teams to achieve corporate and owner goals, while ensuring tenant satisfaction; united forces with counterparts in Engineering to guarantee optimal asset performance.
- Actively participated in the budget preparation process, and presentations to building owners and Vornado's Chief Operating Officer.
- Acted as the relationship manager with both 3rd party family owners and large investors, including USAA Real Estate Company and John Hancock Life Insurance Company USA.
- Guided the team to win the prestigious Regional TOBY Award for Government Building Category for Waterfront Station in June 2016.
- Board of Director for the Southwest Business Improvement District

LINCOLN PROPERTY COMPANY, Washington, DC | 2013 to 2014

Assistant Vice President

Successfully provided direct oversight to over 4.5M square feet of Class A Commercial Office Building, with multiple ownership structures.

- Afforded effective leadership, coaching, and support to senior property managers, and operations managers, within the portfolio; collaborated with ownership to achieve LEED designation at numerous properties.
- Effectually established new, efficient methods to maximize net income, while reducing operating expenses.
- Monitored and negotiated various contracts; aided clients with due diligence during the acquisition and disposition of assets.
- Developed transition plans for new acquisitions, and completed year-end reconciliation of operating expenses and real estate taxes.

MANULIFE FINANCIAL, Washington, DC | 1998 to 2013

Property Director

Efficaciously maximized property net income through tenant retention strategies, while working in collaboration with marketing, and leasing.

- Ensured execution of preventative maintenance programs for plant and equipment; approved improvements and prices and reviewed maintenance/service contracts to ensure cost effective operations.
- Proactively cultivated and managed relationships with tenants and industry peers by anticipating their needs to help eliminate potential problems; provided leadership and coaching to managers and staff in the portfolio.
- Contributed to the on-going improvement of policies and procedures leading to the continuous improvement in management and tenant service quality.
- Spearheaded the oversight of 2.5M square feet of Class A/Trophy Class Commercial Office Buildings and a 144-unit Apartment Complex with 3rd party management.
- Guaranteed that all capital projects undertaken for tenant improvements are carried out per standards set, within budget allocated and set deadlines.

Education & Certifications

B.A. Consumer Business, Illinois State University

Certified Property Manager (CPM)

Real Property Administrator (RPA)

GSA Security Clearance