



# SUSAN BRINEGAR

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## MOTIVATION

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**Provide clarity and value of operations to real estate asset managers by utilizing technology and best practices to ensure high productivity and increased revenue.**

- Global Real Estate and Asset Management professional with 20+ years of experience in Commercial, Multi-Housing Residential and Student Housing.
- Managed property asset portfolios with revenues exceeding \$50 million USD.
- Extensive experience in financial analytics with a focus on annual budgeting and forecasting.
- Extensive experience in managing large global portfolios of property management teams.
- Global expert in establishing, reviewing and auditing operational policies and procedures.

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## PROFESSIONAL EXPERIENCE

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**Operations Projects Manager** | June 2016 – March 2020

Greystar Netherlands {AUM: \$3.61 billion USD, 525K units}

- Responsible for the Annual Budget Template, it's creation and annual refinement in collaboration with other business units, and ensured country specific requirements were fulfilled, namely recoverable and non-recoverable service charges. Trained on-site teams to utilize the template, and provided budgeting best practices.
- Developed best practices and European operational policies and procedures in collaboration with executives in the Netherlands, UK, Spain and Germany.
- Implemented company-wide initiatives and platforms including but not limited to: Resident Satisfaction Surveys, Digital Inspections & Audits, Yardi's online booking tool RentCafe for properties in the Netherlands and Germany.
- Provided training and support of onsite personnel ensuring best practices are incorporated into day-to-day operations. Created training materials/job aids for Yardi property management software and online booking tool.

### **Regional Property Operations Manager** | April 2013 – December 2015

Greystar Real Estate Partners, San Francisco CA *{AUM: \$3.61 billion USD, 525K units}*

- Managed on-site operations, staff of 50+ employees, for a portfolio of 2,000+ apartment units with annual gross revenue of \$57 million USD in the Silicon Valley.
- Project managed several major capital improvement projects plus extensive unit renovations. Met goals of value-add plan through direct oversight of individual lease expirations, and issuance of non-renewals to meet revenue and time line goals.
- Successfully improved financial performance and completion of capital improvements for 1,000+ units in the Seattle, Washington sub-market, concurrent with Silicon Valley portfolio.
- Preparation of annual property budgets, in 2015 trained local teams on new budgeting software under strict time constraints.

### **Portfolio Manager** | December 2010 – April 2013

Prometheus Real Estate Group, San Mateo CA *{13K units}*

- Asset Management for portfolio of 1,500+ apartment units in the Silicon Valley for company and third party ownership.
- Procured, reviewed and executed contracts for capital improvements, including full unit and common area renovation projects. Prepared 10 years capital improvement budget recommendations for property ownership.
- Preparation and presentation of annual property budgets as well as quarterly forecasts to ownership and fee clients.

### **Property Manager** | August 2008 – December 2010

Prometheus Real Estate Group, San Mateo CA *{13K units}*

- Facility Operations Management of Class A 290 luxury apartment units, supervision, training and development of a staff of 7.
- Preparation of work scope and project management for capital improvement projects.
- Provided support for lease up sister property in marketing, resident retention and accounts payable.
- Increased Rent Potential 4% over a period of 6 months during a slow recession recovery period.

### **Property Manager** | May 2006 - August 2008

Matteson Realty Advisors, Redwood City CA *{AUM: \$1 billion USD}*

- Successful completion of lease up of new residential property, maintaining occupancies averaging 5 to 10% higher than the sub market.
- Additionally managed sister properties during periods of leave of absences and employee turnover.
- Completed periodic analyses and prepared annual property budgets for 4 – 6 additional sites.
- Transitioned property management tool upon transition of management to a 3<sup>rd</sup> party.

### **Property Manager** | February 2004 – May 2006

Lyon Management Group, Monterey CA *{7K units}*

- Increased market rents 16%, maintaining rates \$200-\$300 per month higher than direct competitors.
- Supervised on-site contractors completing common area and interior capital improvements.
- Additionally managed 288 unit property through extensive exterior and interior renovations.
- Provided Yardi property management software support for on site staff at 8 properties.
- Completed due diligence inspections and lease audits prior to portfolio acquisition in Atlanta, Georgia.

### **Property Manager** | August 2002 – February 2004

Matteson Realty Advisors, Redwood City CA *{AUM: \$1 billion USD}*

- Increased occupancy from 87% to 99% during an economic downturn, additionally decreasing annual apartment turnover 12%.
- Maintained 98% occupancy during the marketing and sale of property and increasing market rents 6%.
- Awarded portfolio wide recognition for highest sustained occupancy, superior turnover performance, achieving NOI, outstanding income and property of the year (2003).

### **Assistant Commercial Property Manager** | May 2001 – July 2002

Peery/Arrillaga, Santa Clara CA *{7 million SF class A office and R&D real estate}*

- Coordinated facility management for multi-tenant office buildings and complexes.
- Drafted legal contracts and documentation and ensured accurate and timely execution.
- Created comprehensive property profiles for each owned parcel, detailing building system specifics, ownership and parcel data, including database links to current vendor and contract data.

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## EDUCATION

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BA Classics, Teaching Minor – Latin | University of Arizona | 1994

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## ASSOCIATIONS AND AWARDS

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**Tri-County Apartment Association, California** | 2014 - 2015

- Board Member – Advocate for property owner interests in the Counties of Santa Clara, San Mateo and Santa Cruz.

**Greystar Real Estate Partners, California**

- Regional Property Manager of the Year 2015

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## REFERENCES

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[LinkedIn](#) | Additional references available upon request