

Frank F. Zidaru
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Dear Mrs., Ms. /Sir,

I would like to bring to your attention that I am very interested in the position that you have advertised. I believe this position would fully demand and utilize the skills that I have developed during my work experience, by conducting various levels of management across a diversity of workplaces. I believe that my experience gained in my former roles has prepared me for the position that you have posted. My experience, combined with my passion for your vision of exceeding your customer's expectations, would make me a valuable asset of your team.

I have performed a competent and quality service for major leaders of the real estate-property management market, practice that provided me with extensive and proven knowledge, while giving me the opportunity to better learn, practice and improve in a holistic and comprehensive way the operational and administrative sector of real-estate-property management.

As Building Manager for Homestead Land Holdings I've had the opportunity to learn the importance of multi-level structure of the staffing and the applicability of the proper standard operating procedures. Being responsible for the most expensive and demanding asset of Toronto's portfolio, based on location demand, while also having the Head Office located within, I have practiced and developed a superior attention to detail in regards to sanitation, maintenance, extremely high customer service skills and also proper structure of the daily division of work flow. Homestead practiced a back to back turnover lease renewal, which was time sensitive and a logistical challenge.

As Office Administrator for Westdale Property Management I've had the opportunity to learn the importance of correctly acting under PIPEDA, proper advertising, prospecting, showing and qualifying prospects, closing lease agreements, and lease collections as well. At Westdale I learned how to properly use Yardi Property Management Software becoming a very proficient user. Due to several factors I was able to increase the rental income generated by the assets under my management, through proper mapping and exclusivity privileges. I also was responsible for the processing of the Accounts Receivable and Accounts Payable collection and administration, properly qualifying all related revenue, expenses and vendors, under assigned GL accounts. An extensive knowledge of the RTA was required since litigation was necessary sometimes.

When promoted to Operations Supervisor-Maintenance by Westdale, I've had the opportunity to manage the operational division of Ontario South-Eastern portfolio,

with a fair number of units. Being responsible for the assets performance, training, supervision and directing of the operations staff gave me a comprehensive vision of proper practice in regards to roles, work division, capital expenditures and budget allowance.

I have achieved an expert technical knowledge level while acting as General Contractor and later as Sales Manager of HVAC Systems. My previous knowledge was refined by researching, understanding and applying, federal, provincial, municipal standards and by-laws within real estate-property management roles.

Currently I perform as Technical Manager for Vertica Resident Services. Vertica gave me the opportunity to confidently practice what I have learned and improved in my former roles.

Being a fairly new property management company, my experience was welcomed and appreciated. I currently manage a large number of assets (1700 units) within assigned portfolio, as described below. I've been blessed to see extraordinary results while implying Vertica's vision, being challenged by the high turnover of staff and also by the age related issues of the assets. I have learned the importance of acting in the best interest of the owner, as per the management contract. I've successfully practiced the close follow up of assigned budget planning for capital projects, common areas, occupied and turnover units. I've had the opportunity to successfully manage a large team, inspire and positively influence them through example and common values. I was able to properly imply municipal, federal, life, safety and technical standards, while mediating the multitude of inspections, complaints and requirements.

I've developed a fine attention to detail, due to a demanding demographic and high lease value, while providing exceptional customer service. I also understood the importance of excellent oral and written skills and surely the necessity of mastering superior computer skills, which I proudly posses.

I would be pleased to have the opportunity of a face to face interview where I can point my skills that will work towards your success. I feel confident that I can help you achieve your goals.

Sincerely yours,

Frank F. Zidaru

Please see below a reduced version of the duties and responsibilities performed within assigned portfolios:

Enclosed: Résumé

Frank F. Zidaru

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Summary of Qualifications:

- Excellent communication skills and excellent negotiator in business relationships;
- Confident and persuasive in applying company's policies and protocols;
- Highly experienced communicator with superior customer service attitude;
- Administrative, organizational and time management skills to consistently meet deadlines;
- Highly Technical Knowledge that includes all aspects of the Commercial and Residential Operations;
- Proficient user of Microsoft **Office** Suite applications;
- Proficient user of **Yardi Voyager Property Management Software**;
- Advanced level of speaking and writing in **English, French**;
- **CPR, First-Aid Certified**;
- **JHMC Certified Member**;
- **WHMIS trained and certified**;
- Ability to travel extensively, independent of public transportation;
- Clean Abstract and Valid Driver License: **G**

Work Experience:

Technical Manager
September 2016-ongoing, Vertica Resident Services

Responsible for the management of the operational sector and administration of Grenadier Square at High Park Village, located in Toronto, composed of:

*Grenadier Square: -40 High Park- 360 units;
-77 Quebec Avenue- 360 units;
High Park Village: -66 Pacific Avenue- 244 units;
-35 High Park- 210 units;
-65 High Park- 330 units;
-95 High Park- 230 units;*

- Oversee, manage and direct technical operations division
- Manage high building operations standard
- Interview, mentor, coach and performance manage the maintenance and associated staff
- Oversee life, health and safety compliance
- Oversee and manage compliance on vendor service agreements
- Oversee waste management standards, procedures and practice
- Manage Maintenance Operations on all active systems: HVAC, Plumbing, Electrical, Life Safety, Technical Standards, Municipal Standards, etc
- Energy Efficient Management Improvements
- Manage repair requests, prospect and approve vendor projects
- Enforce Corporate Plans and Policies on Fire Safety, Asbestos Management, Building Renovations and Alterations, Suite Standard Audit
- Promote and Enforce Compliance with WHMIS
- Promote a safe, positive work environment;
- Manage Site Compliance with RiskCheck Environmental, Health and Safety Risk Management
- Coordinate Municipal and Provincial Standard Inspections
- Coordinate Capital Projects at Site Level
- Manage, Supervise and Direct Operations Projects
- Provide excellent customer service towards tenants
- Provide sensitive and critical conflict resolution related to all business relationships

Operational Supervisor-Maintenance March 2015-September 2015, Westdale Properties

Responsible for the supervision, maintenance and administration of Southeastern Portfolio, based in Burlington and St. Catharines, composed of:

*-North Shore Towers-120 units;
 -Lake Street Towers-120 units;
 -The Brock-100 units;
 -Berkley-Bunting Complexes-200 townhouses.*

- Responsible for the supervision and training of building superintendents and maintenance staff;
- Oversee the general condition of the properties in order to prevent liability;
- Direct and schedule daily plan of action in regards to units turnover;
- Oversee the maintenance supply stock;
- Oversee, inspect and direct contractors work on sites;

- Obtain quotes from third parties for capital expenditures maintenance plan;
- Supervise expenditures as per approved budget;
- Quality control compliance on work done in the buildings;
- Oversee compliance with WHMIS;
- Member of Joint Health and Safety Committee;
- Promote a superior customer service attitude towards tenants;
- Promote a professional courteous relationship among employees;
- Promote a safe, positive work environment;
- Direct monthly JHSC site inspections;
- Address and resolve daily concerns and complaints of tenants, employees, contractors, management;
- Respond in a timely manner to phone calls, e-mails, maintenance requests;
- Assess the demand and necessity of any replacement item in any apartment or townhouse;
- Assess, advise and approve any repair, maintenance or renovation in any apartment or townhouse;
- Revise and approve bills to accounts payable.

Office Administrator
February 2014-March 2015, Westdale Properties

Manage a total of 120 units on all aspects which includes:

- Promote a superior customer service attitude towards all individuals;
- Advertise rental units;
- Schedule and show the available units on a daily basis;
- Respond to all e-mail and telephone enquiries regarding vacancies;
- Advise and collect sensitive documents from prospects;
- Enable companies policy regarding information collection and compliance with rental applications;
- Process applications in order to establish the most successful candidate;
- Conclude and sign the lease agreements with successful prospects;
- Ensure the turnover of the apartments is on schedule and the units are ready to be rented;
- Ensure effective rent collection;
- Ensure that the account receivable are handled towards zero;
- Deliver N4s on the 7th day of the month for negative balance on any account;
- Providing assistance to tenants regarding any concerns or questions;
- Release PO for approved trades;
- Inspect completed work of the trades and sub-trades;
- Direct and supervise the overall process of cleaning, maintenance and security of the portfolio.

Building Manager:
February 2013 to November 2013, Homestead Land Holding

- Manage on all aspect two buildings consisting of:
 - 1000 Mount Pleasant with 155 high-end units;
 - 165 Erskine Avenue with 40 units.
- Promote a superior customer service with a positive attitude, care and respect towards tenants.
- Implement the management plan on day-to-day basis, including cleaning process, maintaining or renting apartments.
- Rent collection on month end and follow up towards miss-payments.
- Ensure turnovers of vacant suites, back to back or regular.
- Supervise the mechanical, service, boiler and generator operations.
- Perform assistance to tenants regarding any emergency or non-emergency situation.
- Supervise contractors according to work orders.
- Caring for any regards connected with renovations, repairs or landscaping.
- Administrate the daily incidents by contacting and assigning repairs that need to be done by contractors.

Education and training:

Bachelor Degree

University of Human-Sciences

**Licensed in Philosophy at UOP
And University of Bourgogne, Dijon, France.**

**Certificate of Assessment and Equivalence as Equal Degree
from
University of Toronto**

Master Degree on Th.S from Tyndale University, Toronto, On

