

JEFFREY E. FLEIS

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STRATEGIC OPERATIONS LEADER

Senior executive with proven experience providing high-level strategy and vision development impacting operations at multiple levels of company. Drive performance improvements across sales, operations and customer service to generate highest possible levels of revenue and operations efficiency.

CORE COMPETENCIES

- Business Development
- Leadership / Consensus Building
- Strategic Planning & Execution
- Ensuring Customer Satisfaction
- Driving Operations Efficiency
- Budgeting / Planning / Cost Control
- Cross-Functional Leadership
- Project Management
- Multi-Stakeholder Management

EDUCATION & PROFESSIONAL LICENSES

Master of Business Administration (MBA), Webster University
Bachelor of Building Construction, University of Florida
Real Estate Broker, State of Florida (BK 557632)
Certified Building Contractor, State of Florida (CBC 59455)

PROFESSIONAL EXPERIENCE

BREVARD REALTY GROUP - Satellite Beach, FL

2005 - Present

Managing Broker

Realty company founded to offer real estate services to JERJEF Construction, Inc., specializing in residential properties on Barrier Island in southern Brevard County. Represent residential sellers of condominiums, single-family, and multi-family units.

- Member of Board of Directors overseeing database use and administration for Realtor Association Multiple Listing Service Company.
- Developed and launched business startup targeting niche market to service potential consumers ages 50+.
- Drove high customer satisfaction by researching, purchasing, and implementing CRM software to enhance customer communication management and ensure quality service

JERJEF CONSTRUCTION, INC. - Satellite Beach, FL

1992 - 2009

Vice President Operations

Builder of semi-custom, detached single family and attached multi-family homes in niche neighborhoods. Oversaw scheduling, quality control, material management, and ensuring completion of field related warranty service. Held responsibility for in-house subdivision projects, acting as liaison to sales teams and customers. Ensured budget continuity and cost control while leading 25 employees as direct reports.

- 14.3% decrease in project preparation time achieved by implementing customer management strategy that included defining and clarifying customer expectations.
- Increase in business LOC by \$450,000 through developing strategy that leveraged existing collateral.
- \$18 million in sales volume achieved by directing operations and customer service staff to achieve optimal performance during largest industry expansion in 50 years.
- Enhanced customer service and operations efficiency by developing new forms to identify and prioritize customer selections, as well as coordinating with sales staff to ensure ease of use.

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- Ensured internal quality control prior to product presentation to client, influencing staff to adopt very high standards with low tolerance for deviation from original specifications.
- Effectively managed budgets for as many as 10 individual projects simultaneously, consistently achieving gross profit margin of at least 18%.
- Led effective cross-functional team to improve organizational communication of content to expedite processes and minimize downtime.
- Reduced post-delivery customer service expenses by personally designing and implementing service delivery techniques and quality control measures.
- Improved overall organizational effectiveness by implementing technology and intranet solutions and training staff on use and best practices.
- Saved the company thousands of dollars by reducing service delivery issues by maintaining weekly on-site presence to ensure all staff concerns were acknowledged and solutions were provided.
- Drove company growth by recommending expansion into alternative market and reallocating / redeploying existing resources to achieve that goal.
- Boosted customer satisfaction by developing communications vehicle to ensure all customers were notified of milestones, as well as proactive service opportunities.

VENCORP OFFICE BUILDING - Satellite Beach, FL**2007 - 2012****Managing Member**

Single asset corporation known as Satellite Beach Professional Center consisting of 13,000 sq. ft. of leasable real estate. Held responsibility for ensuring operational and financial effectiveness, including property management, budgeting, and financial accountability / bookkeeping.

- 100% occupancy achieved with zero tenant turnover on 13,000 sq. ft. of leasable space over two consecutive years through effective commercial office building management.
- Settled \$464,000 debt for \$10,000 by negotiating to finalize first and second lien holder in commercial office building.

Maximized revenues by justifying fiscal feasibility for acquisition of commercial property by commissioning commercial rent study.

CITY OF SATELLITE BEACH - Satellite Beach, FL**2008 - 2011****City Councilman**

Provided governance for city of 10,000+ residents as member of City Council, conducting high-level strategic planning that encompassed budgeting, audits, and objective development.

- Created strategic vision and redevelopment plan for city by gathering input from residents and council members, as well as external input from third parties to determine city's future.
- Streamlined processes to eliminate redundancy and increase efficiency and productivity across all functional departments to operate effectively during revenue reduction.
- Completed updates to land development regulations through cross-functional collaboration with various internal and external stakeholders.
- \$200 million in assets overseen as Trustee of Florida Municipal Pension Trust Fund, routinely collaborating with investment managers and staff for optimization.
- Leveraged mixed-use redevelopment feasibility by promoting vision of increasing pedestrian traffic in commercial district by suggesting street closures and increased residential density.
- Promoted redevelopment strategy to increase tax base, lowering tax rate for new and existing businesses and residents.