

Mike Kirner



 | mikekirner@gmail.com



Professional Summary

Experienced Property Manager with over 15 years of diverse experience in real estate, customer experience management, and operations across luxury residential, retail, and commercial sectors. Demonstrated expertise in overseeing multimillion-dollar portfolios, budgeting, lease administration, and leading cross-functional teams to deliver high-quality customer service and operational efficiency.

Seeking a Property Manager or Apartment Manager position to leverage my skills in managing industrial real estate and creating lasting relationships with high-profile clients in the South Florida market.

I am an advanced user of Photoshop, In Design and blogger platforms. I use Chat GPT and other AI technology to produce quality content, reports and conduct research.

Professional Experience

Consultant for Retail, CRE & Pi Kappa Alpha

2020 - Present

- Provide strategic guidance to clients in retail and commercial real estate sectors, focusing on optimizing property operations, customer satisfaction, and financial performance.
- Partnered with Pacific Retail Capital Partners to oversee property transitions and improve operational efficiency.
- Expertise in managing customer relationships, property inspections, and negotiating service agreements to ensure optimal facility performance.

Assistant Manager | Boulevard Residential

Sausalito, CA – 2020 - 2024

- Managed daily operations for a 60-unit, exclusive beachfront luxury property, including tenant relations, move-in/move-out processes, and property maintenance coordination.
- Developed and maintained long-term relationships with tenants, addressing inquiries and resolving issues to ensure satisfaction.
- Supervised capital improvement projects, working with contractors, engineers, and city officials to ensure compliance with local regulations.
- Led lease administration, performed inspections, and ensured timely maintenance and repairs, aligning with customer needs.

General Manager | SIMON Outlets

Miami, FL – 2010 - 2012

- Managed all aspects of a 500,000 sq. ft. shopping center, including operations, leasing, budgeting, and customer experience.
- Led a team of 30 staff members across various departments (operations, marketing, maintenance, and security), ensuring a safe, well-maintained property.

- Oversaw crisis management, budgeting variance reports, and executed capital improvement projects.
- Developed strategies to improve customer satisfaction, increasing foot traffic and sales across the portfolio.

Marketing Manager | Barmaxx.com

Ft. Lauderdale, FL – 2012 - 2014

- Managed customer experience initiatives for a technology startup, with a focus on brand messaging, marketing campaigns, and customer relationship management.
- Delivered content for blogs, advertisements, and email campaigns, driving engagement and customer acquisition.
- As a fluent German speaker, I translated techno babble into cogent English for brochures, websites and content portals.
- Created the Barmaxx Blogger hospitality and restaurant blog platform, which ten years later still generates readers and produces income from Google Adwords.

Assistant General Manager | Coddling Investments

Santa Rosa, CA – 2005 - 2007

- Assisted in managing two large commercial properties (1.5 million sq. ft.) and coordinated daily operations, including maintenance, security, and tenant relations.
- Led temporary leasing and marketing efforts and collaborated with major retail tenants such as Macy's, JC Penney, and Sears.
- Developed and analyzed budgets, prepared variance reports, and ensured properties met financial and operational goals.

Key Skills & Expertise

- **Property & Asset Management:** Expertise in managing diverse property portfolios, from luxury residential to retail real estate, with a focus on customer experience and operational efficiency.

- **Customer Experience & Relationship Management:** Proven ability to build strong, long-term relationships with tenants, ensuring satisfaction through proactive communication and problem-solving.
 - **Budgeting & Financial Reporting:** Skilled in budget preparation, variance analysis, and CAM reconciliation processes to achieve financial goals.
 - **Lease Administration & Negotiation:** Experience in lease analysis, administration, and negotiations to ensure favorable terms and conditions for all parties.
 - **Operations & Maintenance Management:** Managed facilities operations, including overseeing service agreements, maintenance, and capital improvement projects to ensure properties are well-maintained and cost-efficient.
 - **Technology Proficiency:** Experienced with AI Tools, Powerpoint, Salesforce, MS Office Suite, and property management software to track metrics, gather customer insights, and streamline operations.
-

Education

University of Florida

Bachelor of Science in Communications | Minor in English Literature

Academy of Art

Design and Copywriting Coursework

Frankfurt International School

Oberursel, Germany

Fluent in German, English and Social Media

Certifications & Training

- **ICSC Marketing I & II**
- **Assistant Mall Manager Training, Valley Fair, Santa Clara, CA**
- **Real Estate License (FL)** – In progress (will obtain within 6 months of hire)

Additional Information

- **Languages:** Fluent in English and German.
- **Personal Interests:** Active in community service and alumni groups, including Pi Kappa Alpha and local chambers of commerce.