

# NANCY PALAZZO

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## PROFILE

Experienced management executive with a strong track record of driving operational excellence, financial growth, and customer success. Skilled in creating and optimizing processes, leading diverse teams, and using data-driven insights to guide strategic decision-making. Demonstrated success in managing complex projects, implementing scalable systems, and fostering a culture of innovation, accountability, and performance in fast-paced dynamic environments.

## PROFESSIONAL EXPERIENCE

Branch Manager 07/23

– 08/24

Consultant

09/24 – 11/24

MultiPro Property Solutions, Boca Raton, FL

Led operational and sales functions for a multi-service organization, driving efficiency and client satisfaction through innovation and team development.

- Directed the transition to Salesforce, ensuring seamless integration and user adoption across departments.
- Designed and implemented training programs that boosted customer satisfaction, enhanced team productivity, and improved employee retention.
- Led talent acquisition efforts, recruiting, onboarding, and mentoring high-performing team members to align with company objectives.
- Developed and enforced HR policies and performance management systems, ensuring compliance with labor regulations and fostering a positive work culture.
- Managed employee relations, providing guidance on conflict resolution, professional development, and engagement strategies.
- Analyzed financial performance, exceeding EBITDA targets by 3% monthly through strategic cost controls and process improvements.
- Collaborated with cross-functional teams in finance, marketing, and operations to align goals, streamline workflows, and optimize workforce efficiency.

## CONTACT INFO

[REDACTED]  
[REDACTED]  
palazzonancy@gmail.com

## SKILLS & ABILITIES

Strategic Planning and Execution  
Process Optimization  
Cross-Functional Leadership  
Investor Relations  
Financial Analysis/Reporting  
Profit and Loss/ General Ledger  
Customer Experience Strategy  
Leadership and Training  
Operations Optimization  
Asset Acquisitions  
Sales Management  
Recruitment and Development  
Data Driven Decision Making  
Quality Assurance  
Value-Add Strategies  
Due Diligence  
Human Resources  
Preventative Maintenance  
KPI Monitoring  
Budget Management  
Market Analysis  
Construction Accounting  
Policies and Procedures  
EBITDA  
Compliance

# NANCY PALAZZO

Vice President of Operations  
to 05/23  
GY Properties, Philadelphia, PA

08/19

Oversaw the performance of a diverse portfolio, across five states, driving operational improvements and enhancing asset value.

- Developed preventative maintenance and capital improvement plans, reducing costs while ensuring compliance and quality.
- Monitored KPIs to benchmark performance and identify growth opportunities, achieving consistent operational improvements.
- Led asset management and operational strategy for a portfolio of 10 properties valued at \$500M+, optimizing financial performance
- Developed and executed marketing strategies to enhance brand visibility, attract tenants, and optimize leasing performance.
- Implemented customer experience improvements, resulting in a 15% boost in customer satisfaction scores.
- Collaborated with cross-functional teams to integrate PropTech solutions, streamlining operations and enhancing data transparency.
- Managed resident services, enhancing engagement, community programs, and overall resident satisfaction.
- Spearheaded organizational transformation during a critical growth phase, focusing on operational alignment and strategic leadership.
- Recruited and developed high-performance teams, both on-site and corporate, to align with company objectives.
- Authored and implemented company-wide policies, including an Employee Handbook, to establish consistency and promote culture.
- Directed pre-construction planning and secured city permits to ensure project readiness and compliance.
- Implemented staff development programs to improve service quality.

Vice President, Property Management  
– 08/19  
Homeless Solutions, Inc., Morristown, NJ

10/15

Managed site teams, ensured regulatory compliance, and oversaw transitional housing programs to support the organization's mission and operational effectiveness.

Regional Manager, Commercial/Retail/Mixed Use  
10/14 - 10/15  
Silbert Realty and Management, Millington, NJ

Property Management Director (Statewide)  
10/14

02/10 -

## TECHNICAL SKILLS

Salesforce	Monday
Yardi	Fresh Desk
Livly	Just Call
Rent Manager	MRI
PropertyWare	Blue Moon
OneSite	Workday
Key Trak	TOPS
Knock	AMSI
QuickBooks	Ideagen
LytX	Microsoft Office Suite

## CERTIFICATIONS

**Certified Property Manager (CPM®)**  
Institute of Real Estate Management

**Certified Apartment Portfolio Supervisor (CAPS)**  
National Apartment Association

**Certified Credit Compliance Professional (C3P)**  
Low Income Housing Tax Credit LIHTC  
Spectrum Companies

**Affordable Housing Certification**  
Rutgers Continuing Studies

**Realtor®/Property Management Specialist**  
West End Residential, NJ

Licensed since December 2009

## EDUCATION

**Bachelor of Arts**  
The William Paterson University  
Secondary Education/English  
Wayne, NJ

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Weichert Realtors, Morris Plains, NJ