

RESUME

W. Sue Gentry Strickland
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- Trained office personnel in basic, intermediate, and advanced computer skills.
- Managed and supervised 501(C)(3) and conventional multi-family housing complexes, personally handling all resident inquiries and developing educational and technical support documentation for the management and maintenance staff.
- Worked independently and as part of a team.
- Interacted effectively with people at all levels of government, management, administrative, and clerical support.
- Partnered in two companies, providing research, writing, and consultation services to businesses.
- Skilled at group dynamics; enthusiastically participate in planning and developmental meetings.
- Detail-oriented.
- Friendly and gregarious, placing a premium on harmony in a productive workplace.
- Astute in recognizing big-picture needs, and capable of developing and supervising the implementation of procedures to facilitate those needs.

August 1995 - Present **Co-Proprietor, Manager, Consultant, Writer, and Trainer**
Robert H. Strickland Associates, Everett, Washington (formerly Dallas, Texas)

As co-proprietor and manager of [Robert H. Strickland Associates](#), I have carried out necessary procedures for the following activities.

- Strategic planning
- Project management
- Employee relations
- Marketing
- Client relations
- Budget preparation
- Accounts payable
- Accounts receivable
- Collections
- Acquisition of office equipment and supplies

I am proficient in the use of the following applications:

- Word
- FrameMaker
- PageMaker
- Visio
- Adobe Acrobat and PDF
- Paint Shop Pro
- Quicken
- Excel

Recent clients:

Everett Area Chamber of Commerce -- Althea's Footwear Solutions -- Norman Aviation -- Larry's Refrigeration and Heating -- Rich Davis Management Group, automobile dealership management corporation -- Allegiance Telecom, Inc., competitive local exchange carrier of telephone service -- Omega Dealer Services, Inc., automobile risk management consulting company -- Kinetic Concepts, Inc., manufacturer of medical equipment -- Housing Management Services, Inc., apartment management firm -- Village Green - Second Section, Inc., 501(C)(3) townhome cooperative -- Professional Marketing and Management Co., comprehensive needs assessment providers using HUD specifications

Assisted with editing documentation projects for the following clients.

Medtronic MidasRex, Inc., manufacturer of medical instruments -- Texas Instruments, Inc., manufacturer electronics equipment -- American Medical Electronics (now Orthofix), manufacturer of medical equipment -- Graybar Electric Company, a wholesale electrical supply distributor

Business Experience

1996 - 2003 **Board of Directors Member as Secretary to the Cooperative**
Village Green - Second Section, Inc., Dallas, Texas

Served on the board of directors and on the board's executive committee as secretary of a 501(C)(3) multi-family townhome cooperative company. The board of directors sets policies and procedures within government guidelines for the successful operation of the 16-acre, 21-building, 208-unit complex.

1983 - 1995 **Multi-Family Multi-Property Supervisor, Property Manager/Loan Processor (FHA)**
Housing Management Services, Inc., Dallas, Texas (conventional and subsidized)

Supervision of management of five multiple unit conventional and Section 8 apartment complexes (700 units) in the Dallas/Fort Worth metroplex area. Supervised and managed all phases of a 208-unit 501(C)(3) multi-family townhome cooperative regulated by the U. S. Department of Housing and Urban Development (HUD) under Section 236 and Section 8. I was directly responsible for performing the following activities.

- Wrote and carried out policies, procedures, and regulations adopted by the board of directors in accordance with HUD directives. [Also, a Certified Occupancy Specialist (COS).]
- Hired, trained, and released employees, complying with local and federal guidelines.
- Developed and successfully managed an annual budget in excess of \$1,000,000.
- Collected monthly carrying charges in excess of \$1,000,000 and approved invoices for payment.
- Screened applicants, approved member residents, and processed occupancy lease agreements.
- Worked with and secured contracts from outside vendors, including, but not limited to,
Exterior: specialists in security, general contracting, landscaping, painting, engineering
Interior: specialists in carpentry, flooring, make-ready, remodeling, HVAC, office equipment
- Successfully evicted member-residents in non-compliance of occupancy agreement.

1982 - 1983 **Assistant Manager**
McDonald's Corporation, Kansas City, Missouri

Responsible for all phases of managing restaurant shifts in a McDonald's Restaurant as part of the Management Development Program, to include, but not limited to: supervising and training personnel, product waste management, daily bank deposits.

1974 - 1982 **Account Executive, Media Planner/Negotiator, Senior Media Buyer,**
1966 - 1968 **Broadcast Traffic Supervisor, Account Coordinator, Production Artist, Copywriter**
Bernstein/Rein Advertising, Inc., Kansas City, Missouri (4 years); Denver, Colorado (4 years);
(11 years total) Phoenix, Arizona (1 year); Spokane, Washington (2 years)

Prepared and delivered presentations, promotional concepts, electronic media/print production; handled accounts payable and accounts receivable; coordinated and participated in public relations events; produced slide presentations, television and radio commercials, newspaper ads, brochures, point-of-purchase materials, premiums, letterhead, logos, and training materials for McDonald's Restaurants and other selected clients.

1973 - 1974 **Assistant Art Director and Copywriter**
Marketing Public Relations, Inc., Reno, Nevada

Generated layouts, keyline, and paste-up; prepared and delivered presentations to various clients.

1970 - 1973 **Generalist**
Witcher & Associates Advertising, Kansas City, Missouri

Partner in advertising agency; coordinated presentations, promotional concepts, electronic media/print production; handled all accounts payable and accounts receivable; produced slide presentations, television and radio commercials, newspaper ads, brochures, point-of-purchase materials, premiums, letterhead, logos, and training materials for all clients.

Education/Community Service

University of Missouri at Columbia (2 years) - Art/Art Education Major
Southeast High School, Kansas City, Missouri - Diploma, National Honor Society
Innumerable business related seminars, continuing education classes, and management training courses.
Member of the Everett Area Chamber of Commerce and the Seattle Chamber of Commerce. Serve as an Ambassador for the Everett Area Chamber and as Chairman of the Downtown Everett Action Committee.