

# Chris Gaither

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## CITY COUNCIL CANDIDATE

*Nine years of boardroom and entrepreneurial expertise in marketing, vision planning, operations, sales, and staff development in client focused for profit and non-profit service companies. One decade of successful property management experience providing efficient fiscal operations, exemplary service, supervisory and training leadership in a challenging environment. Five years of insurance industry work with emphasis on credit analysis, financial and systems oversight. Analytical and detailed employee, with excellent communication, interpersonal and presentation skills.*

## SKILLS AND ACCOMPLISHMENTS

### ***CLIENT/CUSTOMER SERVICE***

- Built successful cruise and tour group business through consistent customer referrals resulting in annual travel sales of \$ 500,000, and happy customers who normally demonstrated their appreciation with a gift from the sold destination
- Consistent public support from disabled and elderly clientele for being a compassionate, effective and fair leader, as evidenced by office Thank You board displaying over 300 written formal and informal commendations of recognition
- Developed close relationship with culturally and socially diverse resident association to systematize and document in three languages, building emergency plans and procedures to ensure safe evacuations, buddy teams for people accounting, post event debriefing /regrouping steps, and a better unified community

### ***FINANCIAL ADMINISTRATION***

- Coordinated, organized and presented training curriculum to all field managers and home office employees resulting in staffs' increased understanding of budget variance analysis, and quarterly reporting to management and partners
- Created invoicing procedure at site level as model for other properties, and the corporate office in preparing weekly expenses, and generating a more efficient vendor payables process for the entire company
- Designed, programmed, and thoroughly tested bad debt receivable software for implementation and training presentation in division offices in Alaska, California, Idaho, Pacific Northwest, and Hawaii enabling the legal staff to collect written-off accounts in excess of 2 million dollars

### ***MANAGEMENT AND SUPERVISION***

- Administering the verbal and written semi-annual appraisals for the kitchen manager, the annual review of collections analyst and providing yearly evaluation input of maintenance staff influencing bonuses, merit increases and promotions
- Mentoring and guiding a colleague manager which has increased her confidence; helped maintain her work position; strengthen her performance and revitalize her career
- Volunteered to compile the first company personnel handbook (revised in 2008 and still used today), documenting and formalizing employee and employer work place responsibilities in order to enhance and support collaboration, efficiency, fairness, productivity and teambuilding

## **OPERATIONS/SYSTEMS ANALYSIS**

- Customized, formatted and co-wrote all property management forms used company-wide to verify applicant/tenant asset and income information resulting in uniform processing, and implementation of methods to protect client personal data from fraud
- Selected as team leader to initiate and perform the division's quarterly self audits for each department while achieving superior compliance results with respect to corporate and insurance industry policy and monitoring procedures to fulfill both federal and state requirements
- Initiated and performed tenant file reviews; unit property inspections; analyzed applicant credit worthiness; and certified existing resident asset and income profiles in order to fulfill regulatory compliance (HUD and TCAC) as assessed in annual audits and physical surveys – consistently achieving good to excellent ratings

## **PROFESSIONAL EXPERIENCE**

<b>Volunteer Board Member</b> , La Comida de California, Palo Alto, CA.	2000-Present
<b>Property Site Manager</b> , The Sheridan, Palo Alto, CA.	1998-2008
<b>President/Owner</b> , Wanderlust Travel, Palo Alto, CA.	1995-1998
<b>Manager</b> / Park Theatre, Menlo Park, CA.	1993-1995
<b>President/Owner</b> , Renaissance Affaire, Palo Alto, CA.	1990-1993
<b>Financial Systems Analyst</b> , Industrial Indemnity, San Francisco, CA. and Sacramento, CA.	1985-1990

## **TECHNOLOGY SKILLS**

Microsoft Office - Access, Excel, Outlook, PowerPoint, Word; Windows (98/2000/Professional/Vista); Relational data base software, BASIC (programming); internet/wireless, and network set-ups; PC and hardware interfaces with copiers, faxes, printers, and scanners. Yardi - a Web based property management system.

## **EDUCATION**

- Stanford University – Studies in Biology, Political Science & Psychology
- Foothill College - Certificates in Real Estate and Travel Careers. ~ Courses in Business, Foreign Languages and Creative Writing

## **AFFILIATIONS, BOARDS AND MEMBERSHIPS**

- **Precinct Election Inspector Santa Clara County** ~ Supervise poll workers, administer officer oath, oversee election procedures, and assist voters **1992 to Present**
- **Association of Housing Management Agents (AHMA)** ~ Recruited and scheduled all speakers for the 2002 annual conference held at the Santa Clara Convention Center with key note speaker, Pat Dando from the San Jose City Council **2000 to Present**
- **La Comida de California**~ Senior Lunch Program of Palo Alto, Executive Board Member, current Secretary with the specific committee assignments to secure new officers; increase patron donations and fundraising; publicize services via community outreach, brochures and web-site; establish employee work policies; research transportation options for the clients to the site **2000 to Present**
- **Aging Services of California** ~ Innovative organization focusing on the coordination of in-home and community services for seniors to facilitate and support aging in place **2003 to Present**
- **PAHC Collaborative** ~Company event planning committee to help influence, shape and strengthen the work environment culture **2004 to 2007**

## **AWARDS AND CERTIFICATES**

- Employee of the Month, Industrial Indemnity, Sacramento Division
- Member, National Center of Housing Management (NCHM) - Certificate of Occupancy (HUD) – Site Based Budgeting – National Certifying Exams ~ Tax Credit Trained
- Member, Chartered Property Commercial Underwriting (CPCU) Economics, Insurance & Risk Management Operations – National Exams
- Insurance Institute of America (IIA) - Programs in Supervisory Management & General Insurance-National Exams