

JOSHUA O'BRIEN

OPERATIONS STRATEGIST • 2000-PRESENT

CONTACT

Unity| Property Care Solutions
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CONCOMITANT SKILLS

References available upon request.

PROGRAM DEVELOPMENT

15 years

INNOVATION

22 years * Property Care Program

REAL ESTATE OPTIMIZATION

12 years * Analysis * Acquisition

PROPERTY MANAGEMENT

24 years * General * Sales * Team

CUSTOMER RETENTION

20 years * Cendant * Wyndham +

BUSINESS OPERATIONS

1 year • Ninja Cleaning Co.
10 years • Home and Rental Maintenance
3 years • Primerica Financial Services
3 years • Dextenmore Contracting

CONSULTATION

5 years • Unity| Property Care Solutions
2 years • Wyndham Worldwide
6 years • Cendant (Days Inn/Ramada)
3 years • Westgate Resorts

FINANCIAL SERVICES

3 years • Primerica Financial Services

PROFILE

I am an innovative, results-driven strategist specializing in optimizing short-term rental operations and creating long-term solutions derived from concomitant skills over multiple industries including streamlining workflows, automating processes, and maximizing efficiency while enhancing client-brand experience and guest retention.

REAL-WORLD RESULTS

References available upon request.

CO-DEVELOPED PILOT CUSTOMER SERVICE PROGRAM

Wyndham Resorts "Count On Me Ambassador" Program

I helped develop a proactive customer service program to increase customer ratings and retention. The resort rating went from 4.2 to 4.5 within a 6-month period and they have maintained this rating since. This program seeks out potential issues before they become problems.

TRANSITION TEAM LEADER

*Cendant * Short-term Rental Hosts * Realtors*

During the acquisition of hotels and motels by Cendant, I was part of a special transition team implementing improvements in the operations of each property assigned, leading to improved ratings and better trained staff. Additionally, I frequently have worked directly with short-term rental owners and buyers to successfully transition teams in a smooth and effective manner.

SAVED A COMPANY

Reference available upon request.

Working directly with the management company and the property owners we built a 5-year plan and were able to reduce guest compensations by 50% and maintenance costs by 40% leading to over \$1M in accrued savings in excessive and unnecessary service calls, emergency repairs, and compensations for positive reviews. This increased retention, improved margins, and led to a more positive overall experience with their company.

C-SUITE COOPERATIONS

*Days Inn * Ramada * Wyndham * Westgate*

I worked directly with upper management and their C-suite to discover and implement solutions for chokepoints in on-site operations. At individual properties we worked on discovery and operational solutions to improve workflow and interdepartmental communication, reduce downtime, and improve the property's overall ratings thereby improving profitability.