

Michael E. Balzer

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Key Experience & Skills

- ▶ Effective management of diverse staff
- ▶ Ability to establish rapport with clients & vendors
- ▶ Outstanding communication & negotiation skills, both written & verbal
- ▶ Full computer literacy & familiarity with Microsoft Office, Quicken, various reservation systems, other programs & interfaces common to the rental industry
- ▶ Intricate knowledge of area, trends & local rental/real estate markets
- ▶ Wide network of business relationships in Okaloosa, Walton and Bay Counties
- ▶ Ability to develop & manage operational & promotional budgets in businesses that fluctuate with economy, weather & other uncontrollable factors
- ▶ Experience in storm preparation, cleanup & owner communication throughout
- ▶ Excellent problem-solving skills
- ▶ Vendor & subcontractor bid procurement & evaluation
- ▶ Stability, as evidenced by 22-year history of employment with same company through changes & acquisitions
- ▶ Experience in dealing with boards of directors, homeowners' associations, insurance agencies, tax authorities etc.
- ▶ Florida Community Association Manager License (1992)

Professional Employment

1/08 – Present **President: Gulf Coast Management Services**

Responsible for all operation & managerial duties for Community Association Management firm

1998 – 2007 **President / CEO: CTB Inc., dba Emerald Coast Vacation Rentals & Sales**

Purchased company & assumed role of owner & President. Responsible for all operational & managerial functions

1993 – 1998 **Manager: Emerald Coast Vacation Rentals & Sales**

Managed all housekeeping, maintenance & front office staff. Managed business operations of major Destin area vacation rental firm, which purchased Hotelier Corporation.

- More than doubled rental listings (from 300 to 650)
- More than tripled managed associations (from 5 to 16)
- Created long-term rental operation
- Obtained Florida Real Estate License
- Also managed Seagrove Beach Vacation Rentals (formed by owner of company to accommodate additional listings in the South Walton Beach area)

1987 – 1993 **Supervisor: Hotelier Corporation**

Began as housekeeper and advanced to:

- Housekeeping & maintenance supervisor
- Manager of Fontainebleau Terrace (Panama City)
- Ultimately, supervisor of all housekeeping, maintenance and front office staff and operations for company that encompassed 40 housekeepers, 8 reservationists, 3 maintenance workers & 250 rental units

Education

1983 – 1987 **Tallahassee Community College and Florida State University**

Coursework in business management & hospitality