

DENISE BAKER

▪ 919-345-4527

▪ dbaker111@nc.rr.com

QUALIFICATIONS SUMMARY

Certified Project Manager with demonstrated success in managing multiple projects, partnering with cross-functional operations and technical teams to resolve outstanding issues and keeping task on track.

CORE COMPETENCIES

- Certified Project Manager
- Business Needs Assessment
- Data Analysis & Reporting
- Forecasting & Budgeting
- Business Process Improvement
- Customer Service & Support
- Financial Reconciliation
- Team Leadership
- Contract Negotiation

PROFESSIONAL EXPERIENCE

TOWERCO IV LLC – CARY, NC

2008 TO PRESENT

Lease Accountant - Property Manager

- Accountable for administration and interpretation of tenant or land agreements for key business terms required to generate tenant billing or land payments associated with over 250 wireless communications towers and 700 tenant leases of the company portfolio.
- Abstraction of lease portfolio for tenant and land agreements with combined annual revenue over \$25M in the operational database and accounting system to include economic parameters, critical date ticklers, rent escalations, and lease abstractions.
- Ensure accuracy, completeness, and compliance with the specifications and contractual obligations of each lease. Perform account reconciliation for landlord and tenant.
- Work closely with Legal and Finance departments to implement and/or support process improvement and develop best practices.
- Collaborate with internal teams to deliver optimal and unified solutions to make certain consistent and repeatable processes and methodologies are utilized in company operations. Ability to change focus/task midstream when required.
- Manage special project used by Sales, Marketing and Legal in negotiating leases.
- Facilitate requests from other functional groups and follow up for timely deliverables (*i.e.*, site walks, transfer of ownership, bill of sale, check request, etc.).
- Drive issue resolution in timely manner.

AMERICAN TOWER CORPORATION – CARY, NC

2001 TO 2008

SPECTRASITE COMMUNICATIONS, INC., ACQUIRED BY AMERICAN TOWER CORPORATION

Owner of over 47,000 communications sites for the wireless telecommunication and broadcast industry.

Project Coordinator / Senior Property Manager (2004 to 2008)

Property Manager (2002-2004)

- Teamed with Credit and Collections to reduce accounts receivable from \$5M to \$1.2M within 6 months from beginning to end through auditing leases with aged balances over \$5,000.
- Engaged with IT to identify business needs and develop solutions for special customer-requested reports to include forecast rent, commencement date, escalations, and renewal options.
- Selected as the representative to manage the Sarbanes Oxley Outstanding Check Project the Rooftop Division. Project involved extensive research of checks not cashed from 2000 through 2004. Resulted in reducing number of checks not clearing the bank within 90 days from 6% to 2% which was recognized by the company shareholders.
- Negotiated expiring / expired real estate contracts.

Continued...

- Resolved tenant and owner issues promptly, accurately, and with the highest degree of customer service with Accounting, Legal, IT, Finance, Asset Management, Marketing, and Sales Representatives.
- Played an instrumental role in the migration of the financial system from JDE to Oracle to support acquisition between American Tower Corporation and SpectraSite Communications Inc.
- Managed multiple projects simultaneously.
- Trained new team members.

SPECTRASITE COMMUNICATIONS, INC – CARY, NC

Client Service Representative / Team Lead (2001-2002)

- Prepared and delivered monthly, quarterly and annual financial reports for internal and external customers as well as creation of ad hoc queries for sales and marketing teams.
- Collaborated with abstract team to ensure accuracy in customer set up and invoicing in JDE accounting system.
- Teamed with Asset Manager as liaison in maintaining customer relationships. First point of contact to resolve customer inquiries.
- Provided training to Asset Managers, Sales Team, and New hires in the department.

PERGO, INC. – RALEIGH, NC

1997 to 2001

One of the world's most recognized producers of Laminate flooring brands.

Senior Claims Administrator (1998 to 2001)

- Developed and implemented companywide training for new hires and independent inspectors on report writing and performance of the laminate product.
- Created reporting and metrics to accurately report the quality of the product by category in determining the source as product performance or consumer related.
- Identified opportunities for continuous improvements to facilitate product information to the consumer.

Customer Service Representative (1997-1998)

- Maintained customer information within the Movex ERP/EDI system for internal and external customers, such as pricing structure and billing information, for a base of 500 plus retail stores.
- Worked with national retailers in branding, and availability of product.

Early Experience: Developed strengths in operations management and human resource management, customer service, recruiting, employee training and development, payroll, workplace safety, merchandising, inventory management, and P&L in various roles as Store Manager, Area Trainer-Operations, Hiring and Recruiting for new store openings throughout the US.

EDUCATION & TRAINING

Bachelor of Science in Textile Design / Retail Sales Management, Minor in Business Administration

WESTERN KENTUCKY UNIVERSITY – Bowling Green, KY

CERTIFIED PROJECT MANAGER

Member of North Carolina Project Management Institute (NCPMI)

PROFESSIONAL DEVELOPMENT

Six Sigma Awareness Training
 Disney Institute – Leadership Excellence Workshop
 HPW Real Estate School
 Advanced Communications Workshop- Duke Fuqua School of Business
 Art of Negotiation and Advanced Art of Negotiation Workshop
 Managing Multiple and Conflicting Priorities Workshop
 Sales Logix, Timberline, Siterra, JDE, and Oracle Applications