

CLAUDIA L. VITA
DIRECTOR OF QUALITY ASSURANCE

SUMMARY

Claudia Vita, CPM® has over 30 years of property management experience with both conventional and affordable properties and significant experience with HUD and Low Income Housing Tax Credit properties. Special projects have included property management consulting, due diligence/acquisitions, lease-up activities, Quality Assurance, asset management, and new business development. Ms. Vita speaks, reads, and writes Spanish fluently.

PROFESSIONAL BACKGROUND

ACCREDITATIONS

- Certified Property Manager (CPM®)
- Accredited Resident Manager (ARM®)
- Assisted Housing Manager (AHM)
- Tax Credit Specialist (TCS)

PROFESSIONAL MEMBERSHIPS AND RECOGNITION

- Institute of Real Estate Management
- National Center for Housing Management
- **Property Manager of the Year (Alex Award)**, 1992
(Apartment Council of Greater Chicago)
- **CPM Candidate of the Year**, 1992 (IREM)
- **Award of Excellence (Northpoint Apartments)**, 1988
(Urban Land Institute)

EDUCATION

IREM - INSTITUTE OF REAL ESTATE MANAGEMENT

- IREM 800 - Ethics in Real Estate
- IREM 801 - Managing the Management Company
- IREM 500 - Problem-solving and decision making for Property Manager
- IREM 401 - Managing Real Estate as an Investment
- IREM 301 - Marketing & Management of Residential Property
- IREM 101 - On Site Management

WAUBONSEE COMMUNITY COLLEGE

- Business Management

RELATED EXPERIENCE

AMERICAN APARTMENT MANAGEMENT COMPANY, INC. (AAMCI)

DIRECTOR OF QUALITY ASSURANCE • FEBRUARY 2015 - PRESENT

Responsible for QA oversight for the company, with an emphasis on under-performing properties.

DIRECTOR OF OPERATIONS • OCTOBER 2011 - JANUARY 2015

Responsible for day-to-day operations of a diverse portfolio of Section 8, Tax Credit, Conventional and Cooperative multifamily housing. Supervised Regional and Senior Community Managers.

REGIONAL PROPERTY MANAGER; QUALITY ASSURANCE • AUGUST 2010 - OCTOBER 2011

Monitored regulation changes and provided procedures and guidelines to management personnel to ensure MOR compliance resulting in an overall improvement of 14.8% over prior year results for a portfolio of 37 properties. Supervised a portfolio of 7 affordable properties.

LAWLER WOOD, LLC

REGIONAL PROPERTY MANAGER • AUGUST 2006 - AUGUST 2010

Supervised the Managers of a diverse portfolio 8-10 properties affordable and conventional, in 5 states.

APARTMENT INVESTMENT & MANAGEMENT COMPANY (AIMCO) / NHP MANAGEMENT COMPANY

AREA VICE PRESIDENT; PROCESS IMPROVEMENT MANAGER • 2002 - AUGUST 2006

Responsible for identifying process improvement needs and developing procedures for the entire company. Oversight of the Chicago office, including 3 Regional Property Managers and a portfolio of 50 affordable properties (7,306 units) in 3 states.

REGIONAL PROPERTY MANAGER • 1995-2006

Supervised the Managers of a diverse portfolio 10-12 properties affordable and conventional, in 3 states.

RESCORP REALTY, INC.

VICE PRESIDENT, AMO® OFFICER • 1985 - 1995

Responsible for a portfolio of 13 apartment communities 1,945 units.

PROPERTY MANAGER • 1980 -1995