RYAN TOSE

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EXECUTIVE PROFILE

Strategic and results-driven Property Management professional with 7+ years of experience leading multifamily operations across tax credit (LIHTC) and conventional communities. Proven ability to stabilize underperforming assets, increase occupancy, optimize leasing performance, and improve financial outcomes through disciplined operational execution. Experienced in managing high-volume residential portfolios, strengthening resident retention, and driving regulatory compliance while maintaining strong NOI performance. Brings a unique enterprise technology and operations background supporting large-scale portfolios and data-driven environments, enabling enhanced systems utilization, process optimization, and performance scalability within property management operations. Recognized for bridging day-to-day site execution with strategic financial goals to deliver measurable asset performance and long-term value.

CORE COMPETENCIES

- Customer Success & Product Adoption Strategy
- Account Management & Renewal Oversight
- Business Value Delivery & Technical Value Scaling
- Upsell & Cross-Sell Opportunity Recognition
- Onboarding & Post-Sales Experience Execution
- Leadership & Team Building
- Process Optimization & Operational Execution
- Risk Assessment & Mitigation
- Regulatory Compliance & Vendor Management
- Performance Metrics & KPI Management
- Sales Collaboration & Joint Account Planning
- Technology-Driven Managed Services (SaaS, AWS, GCP, Azure)

CAREER HIGHLIGHTS

- Spearheaded deployment, adoption, retention, and upsell initiatives across the Northern US and Canada regions, managing $165M in assets, driving customer satisfaction and business growth at NetApp.
- Achieved a 68% year-over-year increase in the public cloud product portfolio, boosting Annual Recurring Revenue (ARR) to $505M in FY2022 through strategic account management and customer success initiatives.
- Designed and implemented a maturity model to scale programs effectively, accommodating substantial growth in cloud business operations.
- Supported customers through renewal processes, ensuring transparency, trust, and long-term loyalty while maximizing retention.
- Led quarterly business reviews, fostering collaborative customer relationships and evaluating the effectiveness of deployed solutions in meeting evolving business needs.
- Stabilized underperforming assets, increasing occupancy rates from 80% to 95% within 60 days through strategic operational interventions.
- Coached and trained leasing and operational staff to ensure policy adherence, service excellence, and alignment with company values.
- Improved operational efficiency by reducing maintenance response time by 30% through enhanced vendor coordination and process optimization.
- Maintained 100% regulatory compliance while upholding high management and operational standards.
- Consistently bridged the gap between strategic financial goals and day-to-day execution, driving measurable business impact across both customer success and operational portfolios.

EXPERIENCE

PRIDEROCK CAPITAL MANAGEMENT

Assistant Property Manager 03/2024 to Current

- Oversaw daily operations for a multi-unit residential portfolio, coordinating a team of leasing and property staff across high-volume properties to ensure smooth workflow.
- Reduced aged accounts receivable balances by 75% through targeted resident lease education and proactive collections strategies.
- Stabilized property occupancy at 96% within 4 months by implementing effective leasing and retention strategies.

- Prepared and reviewed lease agreements, ensuring full compliance with Fair Housing regulations and landlord-tenant laws.
- Improved monthly cash flow by 35% and reduced delinquency rates by 85% through enhanced rent collection processes and resident engagement initiatives.
- Managed tax credit (LIHTC) and conventional multifamily communities while ensuring full regulatory compliance and operational performance standards.
- Mentored and trained leasing staff on policy adherence, performance standards, and customer service excellence, boosting team efficiency.
- Implemented strategic leasing and marketing campaigns that optimized applicant screening, lead conversion, and resident retention, supporting overall portfolio growth.

NAVARINO PROPERTY MANAGEMENT GROUP

Assistant Property Manager 06/2024 to 11/2024

- Drove leasing performance, achieving occupancy targets during peak leasing cycles and maintaining high resident satisfaction.
- Optimized accounts receivable, reducing aging balance by 55% ($110K → $50K) through proactive collections and process improvements.
- Enhanced lead engagement by 80% via targeted marketing campaigns, increasing tour conversions and prospective resident interest.
- Managed prospective resident relations, conducting property tours and providing timely responses to inquiries to strengthen tenant acquisition.
- Managed tax credit (LIHTC) and conventional multifamily communities while ensuring full regulatory compliance and operational performance standards.

INSPIRE BRIAR CHAPEL / LIBERTY GROUP

Lifestyle Director 06/2024 to 07/2024

- Onboarded new residents annually, facilitating seamless integration into community life and enhancing overall resident satisfaction.
- Coordinated cross-functional safety and compliance programs, including emergency drills, ensuring adherence to local regulations and increasing safety preparedness by 15%.
- Promoted and executed monthly wellness and community events, designing targeted marketing materials that boosted attendance by 20%.

HIGHMARK RESIDENTIAL

Assistant Property Manager 03/2024 to 06/2024

- Implemented targeted marketing initiatives and refined tenant screening processes to attract qualified applicants and strengthen leasing performance.
- Increased occupancy from 80% to 95% within 60 days by aligning leasing strategy with market demand and resident needs.
- Managed tax credit (LIHTC) and conventional multifamily communities while ensuring full regulatory compliance and operational performance standards.
- Strengthened tenant retention through consistent communication practices, contributing to a measurable 10% improvement in renewal rates.
- Maintained a 95% on-time maintenance resolution rate by coordinating effectively with vendors and internal service teams.
- Reduced late payments by 15% through streamlined rent collection workflows and proactive resident follow-up procedures.

RCR RESIDENTIAL CONSULTING

Owner / Principal Consultant & Client Relations 04/2019 to 02/2024

- Managed full lease lifecycle for multiple properties, achieving 100% regulatory compliance and minimizing legal risk.
- Oversaw budgeting, P&L, and resource allocation, contributing to a 15% reduction in operational costs year-over-year.
- Coordinated cross-functional teams—including property managers, maintenance staff, and vendors—to streamline operations and improve tenant satisfaction
- Managed tax credit (LIHTC) and conventional multifamily communities while ensuring full regulatory compliance and operational performance standards.
- Drafted and implemented leasing agreements aligned with legal requirements, ensuring efficient onboarding and

retention of tenants.

NETAPP

Public Cloud Customer Success Manager 02/2021 to 08/2023

- Managed a $165M portfolio across Northern US and Canada, driving operational efficiency and strategic growth initiatives.
- Increased public cloud ARR by 68% YoY, achieving $505M in revenue through targeted adoption and upsell programs.
- Designed and implemented a scalable cloud maturity model, supporting long-term business growth and client success.
- Directed onboarding and retention initiatives, achieving high customer adoption and satisfaction rates.
- Collaborated with Sales and cross-functional teams to align cloud solutions with client requirements, identifying expansion opportunities.
- Maintained ongoing stakeholder engagement and feedback loops, optimizing product footprint and strengthening client relationships.

VERIZON ENTERPRISE SOLUTIONS

Specialist — Client Success Manager 03/2019 to 01/2021

- Managed Fortune 500 client portfolios valued between $5M–$36M, delivering tailored solutions that aligned with business objectives.
- Boosted client retention by 25% through root cause analysis and implementing process optimization initiatives.
- Enhanced operational performance quality by 50% via quarterly training programs and cross-functional collaboration.
- Drove 50% revenue growth in the first fiscal year by conducting strategic account reviews and identifying upsell opportunities.
- Maintained 99% customer satisfaction through proactive daily cadence calls and rapid issue resolution.
- Strengthened client financial health by 45% through ongoing monitoring and actionable insights for risk mitigation.

VERIZON ENTERPRISE SOLUTIONS

Specialist — Global Client Success Manager Tier II 08/2018 to 03/2019

- Delivered comprehensive operational training to new hires, accelerating onboarding efficiency by 30%.
- Drove 45% revenue growth by implementing targeted stakeholder engagement programs and optimizing client touchpoints.
- Expanded territory relationships through proactive face-to-face client interactions, increasing account retention.
- Improved Voice-of-Customer scores by 50% through process enhancements and customer feedback initiatives.
- Designed and implemented productivity initiatives that reduced operational costswhile boosting team profitability, mentoring 5 team members for leadership readiness.

VERIZON ENTERPRISE SOLUTIONS

Coordinator - Client Success Manager 03/2017 to 08/2018

- Delivered end-to-end lifecycle support for moderate-spend accounts, ensuring seamless service delivery and client satisfaction.
- Prevented over $3K in potential quarterly losses through diligent governance oversight and proactive risk management.
- Boosted operational efficiency by 35% through cross-functional coordination and process optimization initiatives.
- Led technical problem-solving sessions between engineers and clients, resolving complex issues and enhancing solution adoption.
- Maintained 100% month-over-month account retention, strengthening client relationships and driving long-term engagement.

ADDITIONAL EXPERIENCE

- Senior Coordinator – E911 Management, Verizon Enterprise Solutions, Inc.
- Mobile Sales & Computer Associate, Best Buy, Inc.

EDUCATION AND TRAINING

BACHELOR OF SCIENCE: COMPUTE: INFORMATION SCIENCES AND SUPPORT SERVICES
Shaw University, Raleigh, North Carolina

PROJECTS

Company: Verizon | Client: Richemont | Role: Leader, Internal Project Clean-Up | Duration: 6 months

- Led the remediation of a new account with lifecycle failures stemming from legacy vs. upgraded services.
- Directed cross-functional teams to disconnect outdated services, balance credits, and ensure seamless service transitions.
- Successfully established $245,000 in operational credits, improving account accuracy and client satisfaction.

TECHNOLOGY & TOOLS

- Property Management Systems: Yardi, Rent Manager, OneSite, OneApp, Two Dots
- Productivity & Design: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Adobe Photoshop
- CRM & Customer Success Platforms: Salesforce, Gainsight, HubSpot
- Data & Analytics: Tableau
- Cloud Platforms: GCP, AWS, Azure

HONORS & AWARDS

- Multiple Team Member Recognitions at Verizon Enterprise Solutions, Inc. for excellence in project execution and cross-functional collaboration

INTERESTS

- Singing
- Community Service