

DEBORAH R. PHILLIPS

EDUCATIONAL BACKGROUND

Doctor of Philosophy

College of Architecture

Georgia Institute of Technology, Atlanta, Georgia

Thesis Title: “Employee Engagement Model for the Multi-family Rental Housing Industry,”
under the direction of Dr. Roozbeh Kangari (chair).

Masters of Science, 1987, Consumer Economics and Housing

The University of Georgia, Athens, Georgia

Thesis Title: “Shared Housing as an Alternative Living Arrangement,”
under the direction of Dr. Roger Swagler (chair).

Bachelors of Science, 1985, Consumer Journalism

The University of Georgia, Athens, Georgia

Associate of Science, 1983

Abraham Baldwin College, Tifton, Georgia

EMPLOYMENT HISTORY

Instructor	University of Georgia	2004 - Present
Instructor	Georgia Institute of Technology	2005 - Present
Founder/Owner	The Quadrillion	1997 - Present
Executive Director	Georgia Apartment Industry Education Foundation (GAIEF)	2004 - Present
Vice President of Marketing	Berkshire Real Estate Company	1995 – 1997
Vice President of Training & Marketing	National Property Investors	1991 - 1995
Exposition Manager	International Gas Turbine Institute American Society of Mechanical Engineers	1989 – 1991
Director of Education & Government Liaison	Apartment Owners & Managers Assn.	1987-1989

CURRENT FIELDS OF INTEREST

Real Estate: Commercial & Residential Management, Talent Management; Seniors Housing; Mixed-use Development; and Sustainability & Eco-friendly Alternatives in Housing

I. RESEARCH AND CREATIVE SCHOLARSHIP

A. Research Proposals and Contracts/Grants Funded

Title: "Development of Residential Property Management Program at Georgia Institute of Technology."

Sponsor: Georgia Apartment Industry Education Foundation

Amount Funded: \$320,000

Period of Performance: 2005-2008

Title: "Development of Residential Property Management Program at the University of Georgia."

Sponsor: Georgia Apartment Industry Education Foundation

Amount Funded: \$150,000

Period of Performance: 2004-2008

B. Published Journal Papers (refereed)

Phillips, D.R. and Addicks, L.K. (2010). "Engaging a Multi-generational Workforce", *International Journal of Facility Management*. March 2010

Phillips, D.R. and Roper, K.O., (2009), "A Framework for Talent Management in Real Estate", *Journal of Corporate Real Estate*. Vol. 11, Issue 1.

Carswell, A.T. & Phillips, D.R., (2008), "Assessing the Need: The Multi-family Industry, the Universities, and the Next Generation of Property Managers," *Housing and Society*. Vol. 35, Issue 1.

Roper, K.O. and Phillips, D.R., (2007) "Integrating Self-Managed Work Teams into Project Management", *Journal of Facilities Management*. Vol. 5, Issue 1.

C. Invited Conference Presentations

Phillips, D.R., "Partnering for Progress – Industry & Academia", Chicagoland Education and Training Symposium, Chicago, Illinois, February 4, 2011.

Phillips, D.R. & Addicks, L.K., "Ensuring Talent Management Strategies", 1st Annual Symposium on Executive Education, Kennesaw State University, Coles College of Business. Atlanta, Georgia, February 26, 2009.

Ospina, A., Phillips, D., & Castro, D., "Feasibility Model for Renewable Energy Selection in the Housing Industry," 2008 Housing Education and Research Association, Indianapolis, Indiana, Oct. 7-10, 2008.

Phillips, D.R., & Carswell, A., "Housing Preferences Among College Students," 2007 Housing Education and Research Association, Charlotte, North Carolina, Oct. 23-26, 2007.

Phillips, D.R., "Establishing a Fully Integrated Internship Program in Residential Property Management," 2006 Housing Education and Research Association National Conference, Ithaca, New York, Oct. 8-11, 2006.

Phillips, D.R. "Gauging Stakeholder Interest in Residential Property Management Programs," 2006 Housing Education and Research Association National Conference, Ithaca, New York, Oct. 8-11, 2006.

D. Conference Presentations with Proceedings (refereed)

Ospina, A., Phillips, D., & Castro, D., "Feasibility Model for Renewable Energy Selection in the Housing Industry," 2008 Housing Education and Research Association, Indianapolis, Indiana, Oct. 7-10, 2008.

Phillips, D.R., & Carswell, A., "Housing Preferences among College Students," 2007 Housing Education and Research Association, Charlotte, North Carolina, Oct. 23-26, 2007.

Phillips, D.R. & Addicks, L.K., "Attracting, Engaging & Retaining the Next Generation of Renters", Multi-Housing World Conference & Exhibition, Orlando, Florida, September 5-7, 2007.

Phillips, D.R., "Establishing a Fully Integrated Internship Program in Residential Property Management," 2006 Housing Education and Research Association, Ithaca, New York, Oct. 8-11, 2006.

Phillips, D.R., "Gauging Stakeholder Interest in Residential Property Management Programs," 2006 Housing Education and Research Association, Ithaca, New York, Oct. 8-11, 2006.

II. TEACHING/INSTRUCTION/STUDENT DEVELOPMENT

A. Academic Courses Taught

GT – Georgia Tech/ UGA – University of Georgia

<u>Semester</u>	<u>Course</u>	<u>Number of Students</u>
Spring 2011 (GT)	Career Development	63
Spring 2011 (GT)	Sustainability in Residential Property Management	34
Spring 2011 (UGA)	Leasing and Marketing Strategies	126
Spring 2011 (UGA)	Managing Non-profit and Special Housing Types	121

Spring 2011 (UGA - GRIFFIN)	Introduction to Residential Property Management	4
Fall 2010 (GT)	Introduction to Residential Property Management	39
Fall 2010 (GT)	Career Development	50
Fall 2010 (UGA)	Introduction to Residential Property Management	142
Fall 2010 (UGA)	Legal Issues in Residential Property Management	64
Summer 2010 (GT)	Introduction to Residential Property Management	46
Summer 2010 (GT)	Best Practices in Residential Property Management	27
Summer 2010 (GT)	Community Design and Construction	70
Summer 2010 UGA – Griffin Campus	Leasing Strategies in Residential Property Management	4
Fall 2009 (UGA)	Introduction to Residential Property Management	142
Fall 2009 (GT)	Introduction to Residential Property Management	36
Fall 2009 (GT)	Career Development	56
Summer 2009 UGA – Griffin Campus	Leasing Strategies in Residential Property Management	9
Summer 2009 (GT)	Independent Study	6
Spring 2009 (GT)	Best Practices in Residential Property Management	35
Spring 2009 (GT)	Career Development	42
Spring 2009 (UGA)	Leasing Strategies in Residential Property Management	154

Spring 2008 (GT)	Best Practices in Residential Property Management	41
Fall 2008 (UGA)	Introduction to Residential Property Management	135
Fall 2008 (GT)	Career Development	36
	Introduction to Residential Property Management	29
Fall 2007 (GT)	Best Practices in Residential Property Management	28
Spring 2007 (GT)	Career Development	32
	Introduction to Residential Property Management	33
Spring 2007 (UGA)	Leasing Strategies in Residential Property Management	140
Fall 2006 (UGA)	Introduction to Residential Property Management	142
Fall 2006 (GT)	Best Practices/ Lessons Learned in Residential Property Management	38
Spring 2006 (UGA)	Leadership in Residential Property Management	186
Spring 2006 (GT)	Principles of Residential Property Management	22
Fall 2005 (UGA)	Introduction to Residential Property Management	142
Fall 2005 (GT)	Introduction to Residential Property Management	25
Spring 2005 (UGA)	Principles of Residential Property Management	294
Fall 2004 (UGA)	Introduction to Residential Property Management	140

B. Continuing Education Courses Taught

<u>Semester</u>	<u>Course</u>	<u>Number of Students</u>
Winter 2004 (Georgia Perimeter College, Decatur Campus)	Introduction to Residential Property Management	40

C. Curriculum and/or Short Course Development

Developed core course curriculum for Residential Property Management Programs at the University of Georgia and Georgia Tech, in conjunction with the Georgia Apartment Industry Education Foundation. Courses included:

Introduction to Residential Property Management:

Residential Construction and Property Management is aimed at orienting students to the basics of apartment management. This course is an excellent platform for transitioning from construction issues to management of a residential property and will introduce them to careers in the industry. Students will conduct property visits, research current topics related to property management, risk management, legal issues as well as, leasing and marketing techniques.

Principles of Residential Property Management;

Principles of Residential Property Management gives students a more in depth look into Residential Property Management. Understanding the owner's objectives and operating on a national level are explored in this course. Students will also participate in group projects analyzing financial statements, management plans and reviewing case studies.

Leadership in Residential Property Management:

There are a variety of courses that teach management, marketing, leasing, finance, and maintenance, but few that take an in depth look at the concept of leadership and behaviors that define successful leaders in property management. This course explores popular theories of leadership and analyzes certain traits and behaviors associated with these styles. Case studies highlight current "real world" applications and help students identify successful leadership skills that relate to a diverse and multicultural workforce.

Leasing & Marketing:

The goal of this course is to provide students with a basic understanding of the leasing and marketing processes necessary to operate an apartment community. Information presented in this class will enable one to begin a career in property management.

Best Practices/Lessons Learned in Residential Property Management:

A best practice is a specific process that works and creates ideas, options and insights for others. This course will research "best practices, lessons learned" from multi-family developers, owners and management companies that enhance the real estate owner's goals and objectives.

Career Development:

This is a valuable course that helps students make the transition from college into the working environment. This course is designed to help students increase self-understanding of their abilities, interests, values, and goals that are necessary for forming a strong foundation in their chosen career. Topics such as business etiquette, networking, presentation skills, interviewing techniques, leadership, business ethics, job searching and other career planning strategies are covered in the class. Students will have numerous opportunities to network with professionals and top tier executives from real estate and construction related companies.

Organizational Behavior in Residential Property Management:

This course allows students to explore behavior in real estate organizations and identify how the role of leadership, teamwork, performance management, and decision-making could support the organizational culture.

Residential Property Management Law

This course reviews the legal environment and parameters that affect the residential property management industry. Students will be introduced to relevant topics in Landlord-Tenant Law, Fair Housing Law, The Americans with Disabilities Act, Employment Law, Collections Law, Environmental Law, Premises Liability, Zoning, Property Law, Agency Law and Contract Law.

Managing Non-Profit and Special Community Housing

This course introduces students to a wide variety of nonprofit, government, and government-assisted housing alternatives. Special focus is given to the practical dynamics of management in various special housing communities including senior housing, supportive housing for the elderly, supportive housing for people with mental or physical disabilities, affordable housing, military housing, and student housing.

D. Individual Student Guidance/Development

1. Undergraduate Special Problems Directed Study Students.

Michelle Garami, Georgia Tech guided research involving mixed-use communities, Fall, 2005.

Naz Farahaninia, Georgia Tech guided research involving mixed-use communities, Fall, 2005.

Albert Rocker, Georgia Tech – guided research involving leadership styles, Summer 2010.

2. Graduate Research Assistants and/or Co-op students trained.

Hammed Kashani, Georgia Tech, mentored teaching assistant.

Richa Rastogi, Georgia Tech, mentored teaching assistant.

Anchal Singhal, Georgia Tech, mentored teaching assistant.

Masoud Gheisari, Georgia Tech, mentored teaching assistant.

3. Graduate Research – Independent Study

Tyler Jones, Georgia Tech graduate student.

III. SERVICE

A. Professional Activities

Executive Director, Georgia Apartment Industry Education Foundation
Membership Committee Co-chair, Housing Educators and Research Association
Editor, Housing Educators and Research Association Newsletter
Secretary, Family Career and Community Leaders of America
Member, American Society of Training and Development
Member, Atlanta Apartment Association
Member, Georgia Apartment Association
Member, Georgia Career Academy Network
Member, Institute of Real Estate Management
Member, National Association of Exposition Managers
Member, National Apartment Association
Member, National Council on Seniors Housing
Member, Society of Sales and Marketing Executives

B. On-Campus Committees

Leader, Student Construction Association – National Association of Home Builders
Student Chapter, Georgia Institute of Technology
Member, Marketing Committee, Building Construction Program, Georgia Institute of Technology

C. Outside Professional Activities/Consulting

As President/Founder of The Quadrillion, engaged in both national and international real estate consulting services. Clients included: Almquist Hansen Development Partners; Army Community Service; Atlanta Apartment Association; Charleston Apartment Association; Columbia Residential; Edgewood Development Group; Edwards Place Development; Engineered Concepts Incorporated; EPCON; Evolv; Fickling & Company; First Bank of Henry County; First Communities; Focus Development; Gables Residential; Harbor Companies; Holder Properties; Institute of Real Estate Management (IREM); JPI Management; LandSouth; Lane Company; Lincoln Property Management; Love Properties; Lyon Management; Julian LeCraw & Company; Jupiter Communities; Metzger & Company; Pall Corporation; Post Properties; The Related Companies of Florida; Rochem; Royal Staffing; Sepro Membranes; Sierra Development; Triangle Apartment Association; Ventron Management; Watermarke Properties; Wilwat Properties; and The Worthing Companies

D. Civic Activities

Girl Scout Leader, 2005-2006
Henry County Library Volunteer

IV. OTHER CONTRIBUTIONS

A. Special Activities

Author, "Leaders Plant Seeds of Success", OC Atlanta Magazine, Issue 4-10, December, 2010.

Coordinated "Career Spotlight" at DeKalb Technical College with the Atlanta Regional Commission and DeKalb Workforce Development, December 2010.

Presenter, Net Impact Speaker Series, "Green Building: A passing trend or the future of construction?" , December 2010.

Speaker Institute of Real Estate Management (IREM), "Leaders at all Levels", November 2010.

Attended Housing Educators Research Association (HERA) annual conference, "At Home in the World", Portland, Oregon, October 2010.

Preparing for the Changing Workforce, Ola High School, McDonough, Georgia, October 2010.

Participant, National Apartment Association Education Institute Advisory Board, NAA Education Conference, New Orleans, Louisiana, June 22-26, 2010.

Panelist, NAAEI Recruitment, Retention and Education Summit, Washington, D.C., March 7-8, 2010.

Coordinated the Industry Education Forum for the National Apartment Association Education Institute, 2008.

Participant, Ford Partnership for Advanced Studies Next Generation Learning Communities (Ford NGLC), Second Annual National Institute, Palm Springs, California, June 23-24, 2008.

Panelist, FORD Partnership for Advanced Studies and Georgia Career Academy Network (GACANN), Georgia State Capitol, May 8, 2008.

Visiting lecturer for the Georgia Tech Study Abroad Program – Paris, France. Lecture topics included: Marketing Strategies in Real Estate and Sustainability in Multi-Family Real Estate – July, 2006.

Coordinated career panel discussions for University of Georgia in the areas of real estate and property management, 2004 – 2009.

Coordinated career fairs for Georgia college and high school students, 2004 – 2009.

Conducted property tours for out-of-town students, 2004 -2009.

Presented Career Development Program to high school students at Henry County High School, 2003.

V. NATIONAL AND INTERNATIONAL PROFESSIONAL RECOGNITION

A. Honors and Awards

Outstanding Teacher Recognition, Georgia Tech, Spring 2011.

Outstanding Teacher Recognition, University of Georgia, Fall 2010.

Helen B. Sasser Award, Abraham Baldwin Agricultural College, 2009.

Women Out Front Award, Georgia Tech, 2008.

Outstanding Recognition for Career Development of Students, University of Georgia Career Center, 2006.

Creswell Award, University of Georgia, 2005

Pacesetter Award, University of Georgia, 1993.

B. Professional Registration

Certified Property Manager, Institute of Real Estate Management,

Certified Marketing Executive, Sales & Marketing Executives International

Certified Senior Housing Marketing Specialist,

National Council on Seniors Housing

Certified Sales Executive, Sales & Marketing Executives International

VI. PROFESSIONAL DEVELOPMENT

Judgment Index, August 2010

Certified Senior Housing Marketing Specialist,

National Council on Seniors Housing, 2001

Certified Marketing Executive, Sales & Marketing Executives International, 1996

Certified Sales Executive, Sales & Marketing Executives International, 1996 Certified Property Manager, Institute of Real Estate Management, 1993