

*Curriculum Vitae*  
**THOMAS L. WILLIS, AMS<sup>®</sup>, PCAM<sup>®</sup>**  
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**PROFESSIONAL DESIGNATIONS**

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AMS<sup>®</sup> - Association Management Specialist – awarded February 2002

PCAM<sup>®</sup> - Professional Community Association Manager - awarded October 2002

**HIGHLIGHTS OF PROFESSIONAL EXPERIENCE**

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**Principal, Association Bridge, LLC 2006-Present**

- Facilitation of strategic planning
- Developer transition/new owner orientation programs
- Operational analysis and systems set-up
- Customized orientation programs to assist community association prepare for and successfully complete developer transition process
- In-house seminars for management companies
- Manager search and placement
- Facilitation of management service RFPs
- Customized leadership training
- Budget development integrated with identification and implementation of vision and mission
- Project planning
- Time management training
- One-on-one mentoring
- Property inspection reports
- Business re-engineering

**Vice President, Zalco Realty, Inc. 2002-2018**

**Senior Community Manager, Zalco Realty, Inc. 2000-2002**

- Integral to coordination of merging Dubin & Associates and Zalco Realty personnel, systems and operations after corporate acquisition
- New client start-up services, served as either team leader or interim community manager
- Mentored community managers after hire
- Mentored and train on-site managers
- Responsible for budget development, consultation & facilitation of management services for developing communities
- Developed and presented customized orientation and training seminars for developing and established community association members and leaders
- Assisted Zalco clients with special needs and projects in support of community managers
- Developed and facilitated strategic planning sessions for association leaders
- Assisted President in supervision of Residential Division
- Member, Executive Committee 2000-2016

**Director of Community Management**, Dubin & Associates, Inc. 1999-2000

- Responsible for oversight and supervision of all community managers and administrative assistants
- Trained and mentored community and on-site managers
- Facilitated management services for developing communities
- Developed and presented customized orientation and training seminars for developing community association members and leaders

**Site Operations Specialist**, Dubin & Associates, Inc. 1991-1999

- Created, established and supported new on site management offices
- Mentored on-site managers and other personnel
- Facilitated planning and performance of capital and administrative projects
- Performed operational analysis and re-engineering of onsite operations, both maintenance and administrative
- Served as part-time on-site manager for various Dubin & Associates managed clients in conjunction with role as Site Operations Specialist

**Owner/Operator**, Total Contracting Systems, 1983-1991

- Owned and operated small service company (staff of 25 at peak) initially formed to provide decorating and building maintenance services to commercial and residential clients
- Pioneered contracted integrated maintenance management services for condominium associations in 1985
- Pioneered contracted on-site management services with the option of integrating maintenance services into service packages, in 1987

**SEMINARS & PRESENTATIONS**

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**Community Associations Institute**

“Beyond Credential: EQ – The Key to Personal and Professional Success”

- Annual Conference, Washington, DC, 2018 (co-presenter)
- Virginia Leadership Retreat 2019 (co-presenter)
- Washington Metro Chapter 2020 (co-presenter)
- Chesapeake Region Chapter 2021

“We Are All Insane...or Geniuses...Your Call”

- Southeast Virginia Chapter 2018

“Busted Stuff”

- Annual Conference, Las Vegas, NV, 2017

“Come As You Are, Leave Different – Stress & Time Management Best Practices”

- Southeast Virginia Chapter 2017 (co-presenter)

“Between the Ears, Between the Line: reading the Minds of Board Members to Be a More Effective Community Association Lawyer”

- Law Seminar 2017 (co-presenter)

## **SEMINARS & PRESENTATIONS (CONTINUED)**

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“Raising the Bar as Professionals and People”

- Virginia Leadership Retreat 2016

“Jane – Stop This Crazy Thing!/: Time Management in the 21<sup>st</sup> Century”

- Washington Metro Chapter 2016

Facilitated mock board meetings of the fictitious “Gates of Hell Condominium,” –

- Southeast Virginia Chapter 2014
- Southwest Virginia Chapter 2015

“Managing Your Liability – Knowing When to Call in the Professionals”

- Chesapeake Region Chapter 2015 (co-presenter)

“Getting Stuff Done”

- Washington Metro Chapter 2015

“Ethical Boards and How They Find & Work Effectively with Likeminded Professionals and Service Providers”

- Washington Chapter 2015 (co-presenter).

“Finding the Most Efficient Route – Aging Infrastructures: A Case Study”

- Virginia Leadership Retreat 2014 (co-presenter)

“Lead First!”

- Southwest Virginia Chapter 2014

“The Art & Science of Conflict Resolution”

- Annual Conference, San Diego, CA 2013 (co-presenter)
- Hudson Valley Chapter 2013 (co-presenter)
- Georgia Chapter 2020

Going from Survive to Thrive – Excellence in Community Association Leadership”

- Washington Metro Chapter 2013

“Time Management, Multi-Tasking & Other Myths”

- Washington Metro Chapter 2013 & 2014
- Pennsylvania/Delaware Valley Chapter 2014
- Northern Ohio Chapter 2015
- Webinar for CAI National 2015
- Georgia Chapter 2020

“Taking Care of Business”

- Virginia Leadership Retreat 2012 (co-presenter)

**SEMINARS & PRESENTATIONS (CONTINUED)**

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“Managing in the Workplace”

- Washington Metro Chapter 2012 (co-presenter)

“Aging in Place”

- Virginia Leadership Retreat 2011 (co-presenter)

Manager in the Middle”

- Virginia Leadership Retreat 2010

“Legal Aspects of Communication”

- Washington Metro Chapter 2010 (co-presenter)

“Best Practices”

- Washington Metro Chapter 2009

“That Which Does Not Kill Us – War Stories and What We Learned From Them”

- Washington Metro Chapter 2008 (co-presenter)

“Where Do I Find Staff?”

- Washington Metro Chapter 2007 (co-presenter)

“Accepting the Challenges to Lead - Perspectives for the Professional Community Manager”

- Regional Conference, Orlando, FL 2006 (co-presenter)

Accepting the Challenges to Lead & Strategies to be an Effective Leader”

- Washington Metro Chapter – 2006 (co-presenter)

**Other Organizations**

“Finding Yes in a World of No” –

- California Association of Community Managers High Rise Summit 2019

“Lead First!”

- Reston Association 2012

“Advanced Homeowner Education: Financials”

- Reston Association 2013

“HOA Leadership Workshop”

- Prince William County, VA Neighborhood Conference 2012

“Building the Association’s Budget”

- Montgomery County Commission on Common Ownership Communities Annual Forum 2011 (co-presenter)

## **SEMINARS & PRESENTATIONS (CONTINUED)**

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“All About the Board”

- District of Columbia Cooperative Housing Coalition 2010 (co-presenter)

“Talk to Me: The Art of Board Member Communications”

- Reston Association 2009 (co-presenter)

“Accepting the Challenges to Lead & Strategies to be an Effective Leader” –

- Potomac Association of Housing Cooperatives 29<sup>th</sup> Annual Conference, Dover DE 2005

## **PUBLISHED ARTICLES**

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“Dream Catchers – How to Lead Your Association from Good to Great” *Quorum* November 2020  
*Organizational Culture in Community Associations*

“Dream Catchers – How to Lead Your Association to the Gold” *Community Assets* November 2020  
*Organizational Culture in Community Associations*

“So You Think You Are a Good Listener? And Other Delusions” *Quorum*, October 2018

“Hit the Target – Long Range Planning for Community Associations” *Quorum*, July 2015

“Time Management, Multi-Tasking & Other Myths” *Quorum*, June 2014  
*Key points included in seminar. Reprinted in the newsletters of the Central Virginia and Pennsylvania/Delaware Valley Chapters of CAI*

“Managing in the Workplace” *Quorum*, August 2013  
*Best practices in human resource management*

“When Water Is Not Your Friend” *Quorum*, December 2011  
*Planning for preventive maintenance*

“Building the Association Budget” *Montgomery County Commission on Common Ownership Communities Newsletter*, Fall 2011

“Tell Me Where it Hurts (When and Why Should a Board Consider Hiring a Consultant)” *Quorum*, September 2008

“Wild One” *Common Ground*. July/August 2007  
*Dealing with disagreeable board members*

“The Risks & Rewards of Managing Developing Communities” *Quorum*, October 2006

“The ‘L’ Word” *Common Ground*, July/August 2006  
*Leadership perspectives for board members*

## **PUBLISHED ARTICLES (CONTINUED)**

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“Mea Culpa – Now I Think I am Beginning to Get It” *Quorum*, August 2006  
*Benefits of embracing continuing education*

“CAI Education & Your Career Path” *Quorum*, August 2006

“The Party’s Over – Now What? - Maintaining Perspective & Balance in the Wake of a Terminated Business Relationship” *Quorum*, February 2005

“Raising the Bar – A Leadership Perspective for Professional Managers” *Quorum*, August 2004

“Making Connections – Looking Beyond Community Borders” *Quorum*, September 2002

## **PROFESSIONAL MEMBERSHIPS**

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- Member, Community Associations Institute, Washington Metro and Pennsylvania – Delaware Valley Chapters
- Member, California Association of Community Managers
- *Board of Directors*, Washington Chapter Community Association Institute 2008 and 2010-2011
- *Education Council Chair*, Washington Chapter Community Association Institute 2006-2007
- *Conference & Expo Committee Chair*, Washington Chapter Community Association Institute 2004-2006
- Community Association Institute National Faculty Member – M-100 Instructor
- Frequent instructor of Community Association Institute’s “Essentials” (now “Board Leadership Development Workshop”) course for community association leaders since 2004 – over 15 courses taught for the Washington Metropolitan, Southeast Virginia, and Southwest Virginia Chapters of CAI.

## **ADVANCED COURSEWORK**

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M-310 – “Management Company Administration” - Community Associations Institute

M-360 – “Leadership Practices in Building Community” - Community Associations Institute

M-370 - “Managing Developing Communities” - Community Associations Institute

## **HONORS AND AWARDS**

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- *Educator of the Year*, Washington Chapter Community Association Institute 2005, 2006, 2013 & 2014
- *Hall of Fame*, Washington Chapter Community Association Institute 2014
- *Chapter Appreciation Award*, Washington Chapter Community Association Institute 2007
- *Committee Chair of the Year*, Chapter Community Association Institute 2004
- *Rising Star Award*, Washington Chapter Community Association Institute 2003