

# Marcus Ball

6995 Port Rowan Dr. San Jose, CA 95119  
408 896-5555 [MarcusBall@MarcusBall.com](mailto:MarcusBall@MarcusBall.com)

## **Field Operations Coordinator – Superior, GH, Nu-Vision, Helpful Hands Construction SJ, CA**

2013-Present Superior Construction Remodeling; *et al.*

Currently reporting to 4 Contractors and providing support to 8 Project Managers. **Responsibilities include:** Obtaining all major permits, creating plans, obtaining approvals and business licenses, attending problem inspections, suggesting improvements to internal processes and repositioning marketing approaches. Additionally responsible for all special needs situations for the customer and contractor, such as assisting in any aspect of completion of job, as well as any duties in their absence or that they are not able to perform. This also includes creating floor plans and diagrams, the selection, purchase, delivery of materials; evaluation of project status, in person collections and escalation point for resolution of customer disputes.

## **Estate Keeper - Chateau Mijoba.**

**San Jose, CA**

2010 - 2013 Chateau Mijoba Estate and Vineyard

Supervised all caretaking aspects of a private estate including a large private residence and vacation properties. Responsible for the maintenance and upkeep of all buildings, three gardens, pool, spa, and patio areas, cooking, managing events, and ensuring smooth running of the estate. Assist in the production of the estates five private label wine varieties; including, picking, crushing, bottling and storage.

## **Community Manager - Park Plaza Apartment Homes.**

**Mtn. View, CA**

2007 - 2010 Heritage Realty Management Group - [ParkPlazaMV.com](http://ParkPlazaMV.com)

Managed overall operation of property (Built in 1956, 12 buildings, 155 units, 2 elevators, pool, gym and community center) Collected Rents, determined unit pricing, verified all property invoices, bank deposits and payments, served legal notices, attended court, settled disputes between tenants, leased available units, screened potential tenants, credit and other references. Prepared and tracked all advertising determined and supervised capital making improvements to 70% of the property. Planned and supervised property renovation, maintenance and all repairs, restoration of 2 buildings and correcting missing infrastructure. Brought vacancy rate from 60% to under 10%

## **Assistant Property Manager - Heritage Village Apartments and Offices**

**Campbell, CA**

2005 - 2007 Heritage Realty Management Group - [HVAppts.com](http://HVAppts.com)

Assisted in the management and overall operation of property (A Historic Landmark, 144 units, 6 buildings, laundry, gardens, and pool). Assisted with accounts receivable, accounts payable, marketing, legal and customer service management functions. Worked within budget guidelines and planned capital improvements. Worked directly with the maintenance team and vendors performing repairs, remodeling units and re-landscaping the entire property.

## **Clinical Massage Therapist - Bay Area Massage Network**

**Saratoga, Hollister, CA**

2002 – 2006 Bay Area Massage Network – San Jose Massage - [BabeClinic.com](http://BabeClinic.com)

Owner; two private practice clinical therapy offices providing targeted Myo-Fascial therapies primarily for accident recovery clients, or Dr. Referrals, related to behavioral, drug, and emotional issues.

## **Account Manager / Recruiter - Online Technical Services**

**Campbell, CA**

2004 – 2005 Managed the complete recruiting lifecycle of both candidate placement and new job procurement.

## **Telecom Account Manager / Inbound Sales, Hello Direct Inc.**

**San Jose, CA**

2001 – 2002 - [HelloDirect.com](http://HelloDirect.com)

In a high volume inbound call center environment: Provided sales and consulting to corporate call center accounts.

## **Senior Technical Support Engineer - Commtouch Software, Inc.**

**Santa Clara, CA**

1999–2001 Designed and developed 3 Support Centers for the bMessaging /Commtouch Email service.

## **Summary of Primary Education**

**2002 – 2003 - Trinity College, San Jose, CA**

*Certified Massage Therapist - 190 Hrs Clinical Intern/540 Hrs Instructional - Clinically Eastern & Western Massage Modalities*

**1994 -1996 - Chelsea University, Chelsea, UK**

*Master of Science, Traditional Chinese Medicine*

**1991 – 1993 - San Jose State University, San Jose, CA**

*Business Finance Major; Minor Urban Economics*

**1988 – 1991- West Valley College, Saratoga, CA**

*Associate in Arts Degree, Level 1 Certification in Management w/ additional studies in Psychology*

## **Summary of Recent Credentials**

**2011 – Presidents Award** – Evergreen Valley College Center for Service Learning

**2008 - California Certified Residential Manager** – California Apartment Association

**2007 - Certification in Property Management** – Metropolitan Adult Education Program

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### **Interviewer Notes:**