

## **PROFESSIONAL SUMMARY**

Possesses exceptional community management and oversight for Southern States Management Group's largest associations with a lead by example approach while forecasting the opportunities of communities, real estate options, business development and technology related functions

## **MANAGEMENT & CONSULTING**

*Our job is to connect to people, to interact with them in a way that leaves them better than we found them, more able to get where they'd like to go. ~Seth Godin*

- Develops advanced community management solutions that comply with covenant and state requirements to continually provide effective results
- Works with team members and clients alike to assure the most efficient use of resources and technology are being utilized
- Provides best practices and consults with developers and real estate professionals with respect to the creation of common interest entities

## **CUSTOMER SERVICE**

*You are what you do, not what you say you'll do. ~ Carl Jung*

- Encourages strong communication between management, fellow employees and communities to strive for the most informed and educated outcomes possible
- Works to increase productivity by identifying opportunities and creates trouble-shooting techniques that produce positive resolutions
- Demonstrates listening and verbal skills to resolve countless interpersonal, political and technical issues

## **MARKETING & COMMUNICATION**

*I am all for conversations, but you need to have a message. ~ Renee Blodgett*

- Creates a variety of opportunities to showcase the progress that is being made within a community highlighting various board and active members
- Develops long-lasting relationships with clients, vendors and other members of the community to continue to increase the profile of Southern States Management Group and respective associations
- Provides oversight and education to a team of managers to advance their goals and initiatives

## **PROFESSIONAL HISTORY**

Management Consultant Southern States Management Group Oct. 2007 – Present



## TROY RAILSBACK

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Licensed Broker

Southern States Realty Service

Oct. 2007 - Present

Management Consultant Brown and Caldwell, Inc.

2004 – 2007

Hartman and Associates, Inc./Tetra Tech

### COMMUNITY INVOLVEMENT

Treasurer/Finance Chair Volusia/Flagler Family YMCA 2010 – Present

Quality of Life Committee City of Ormond Beach 2011 - Present

Treasurer/Finance Chair Ormond Beach Chamber of Commerce 2016 - Present

### EDUCATION

- Bachelor Science, Computer Science - Florida Southern College, Lakeland, FL
- Masters Business Administration - H. Wayne Huizenga School of Business and Entrepreneurship, Nova Southeastern University, Ft. Lauderdale, FL
- Licensed Community Association Manager (#30228)
- Licensed Real Estate Broker (BK3306166)

### TESTIMONIALS

"The team at Southern States Management Group has been a tremendous asset to me and my partners on our residential development sites. Their knowledge and guidance has helped with ourselves and our residents unlock value and provide stability to the existing HOA's that we have inherited over the years. SSMG is my go-to team when it comes to residential community management."

~ Chris Butera, Principal SVN Alliance