

DIEGO HURTADO

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EXECUTIVE SUMMARY

Vice President of Operations with 15+ years of experience in the Hospitality and Real Estate industries, implementing high-stakes Corporate Strategy including large-scale acquisitions, change management, and dispositions, while leading cross-functional teams. Seeking to assist real estate companies in the European Union establish themselves in the United States to build a solid foundation and begin operations in a competitive and complex environment.

Areas of expertise: Data Analytics, Commercial Real Estate, Capital Markets, Business Operations, Product Development, Fund Management, International Logistics, Risk Management, and Financial Modeling. Proficient in Analytical Thinking, Underwriting, Forecasting, and Budgeting. Well-versed in CRM, CoStar, Loopnet, STR, SQL data manipulation, and MS Office.

WORK EXPERIENCE

Executive Consultant – Business Operations September 2018 – Present
Miami, FL / Remote

- Became a direct corporate strategic advisor to a Forbes-listed real estate billionaire in Maryland, the majority stakeholder of a *\$3.8Bn public company focused on retail and office space*
- Engaged with Five Below, a \$10.5Bn publicly traded specialty retail conglomerate in the United States, to recruit director and other senior-level management positions
- Worked with CEO of Oakwood Worldwide, a \$72Bn global corporate housing provider based in Singapore, to position themselves in the Washington DC market, a key step towards a future national expansion
- Joined as a member of the Board of Directors of The Tabard Inn, the oldest continuing running hotel in Washington DC, assisting with the strategic development of yielding business practices that helped this iconic property survive the infamous global pandemic

Vice President of Operations - Corporate Office September 2017 – September 2018
Fort Lauderdale, FL / Remote
Greystar Management
Top +\$58Bn, +768K Apartments Real Estate Developer and Manager, based in the United States with Business Units in 16 countries, including North America, LATAM, EMEA

- Managed an 8.2K apartment portfolio in SE FL, including an additional 4K apartments in the pipeline, for a total development cost of \$1.8Bn; oversaw the financial and operational performance of the portfolio, including stakeholder mgmt. with clients such as Bank of America and JP Morgan
- Full P&L responsibility for the region with over \$180Mn in annual gross rental revenues from class A / B assets including mixed-use, high-rise, and garden-style
- Led a 15-member Sr. Management Team (\$2Mn / yr. Payroll) comprised of Senior Directors, Regional Managers, Financial Analysts, Marketing Directors, and Administrative Support Associates
- Acquired new management accounts from clients with a national pedigree such as Stiles and Thor Equities, for a \$52Mn and \$58Mn asset takeover respectively
- Developed business plans to promote market growth by gathering relevant KPIs (ie. rent growth, vacancy loss, bad debt), analyzing and identifying emerging trends, assessing the impact on the Company's market position, and communicating issues, threats, opportunities, and pertinent information to the executive team

Vice President of Operations - Corporate Office June 2014 – September 2017
Washington, DC (Corporate)
Saul Urban, a BF Saul Company
A \$3.8Bn public company and real estate investment trust that is a component of the S&P 600 index, owning over 9.8Mn sq ft of office and retail space across the United States

- Reported directly to Forbes 300 listed billionaire, owner of a 5-star hotel right across the White House
- Created and led the Operations Division for Saul Urban, a startup residential development company formed with an initial investment of \$175Mn by the B.F. Saul Company

- Developed corporate and departmental staffing models including the hiring and supervision of key executives such as the Chief of Human Resources, the Vice President of Corporate Sales, the Food & Beverage Director, and the Operations team, for a total payroll of over \$2Mn / yr
- Participated in the acquisition of the Patterson House, a historic 120 yr old mansion that operated as the White House in 1927, hosting President Coolidge and world's record aviator Charles Lindbergh
- Developed Operating Plans for each acquired property, including operations pro formas, FF&E / OS&E budgets, trended Operations P&L, Go-To-Market plan, F&B margins, Staffing Model, etc

Area Regional Manager - Operations Department

March 2013 – June 2014

The Irvine Company

Irvine, CA (Corporate)

A \$15.3Bn private real estate development company based out of Newport Beach, CA, currently the largest multi-family holding in California and the largest developer in the United States

- Led all property operations for The Park Apartments to become California's property of the year. This \$1.2Bn flagship complex accounted for 1,450 luxury apartments including retail space
- Responsible for supervising on-site management personnel, with 7 direct manager-level reports and 45 associates, with a payroll of over \$2.5Mn / yr
- Prepared and ensured compliance with annual budgets and business plans. Variance reporting and re-forecasting of budgets throughout the year

Multi-Site General Manager - Property Operations

October 2010 – March 2013

Archstone Apartments - A Lehman Brothers Company

Los Angeles, CA (On-Site)

A \$22.2Bn real estate investment trust owned by Lehman Brothers and sold to Equity Residential and Avalon Bay Communities in the second-largest privatization of a public real estate company in the United States

- Led all property operations for Archstone Marina del Rey (623 luxury units), Archstone Venice on Rose (70 Platinum LEED Certified Units), and 5 retail spaces in Los Angeles, CA. LEED (Leadership in Energy and Environmental Design) is the most widely used global standard that recognizes buildings that are efficient, cost-effective, and better for occupants and the environment
- Achieved Rent growth of over 6% (\$1Mn) YOY while meeting expense budget figures
- Prepared and ensured compliance with annual budgets, business plans, variance reporting, and re-forecasting of budgets throughout the year

EDUCATION

Masters of Science in Real Estate Management

July 2005 – October 2007

ADM Business School

Madrid, Spain

- Executive MBA program designed for the development of C-level executives

MBA in International Hospitality Management

January 2004 – June 2005

Ecole Hôtelière de Lausanne

Lausanne, Switzerland

- Ranked #1 hospitality management university worldwide according to the QS World University Rankings
- The school is accredited by NECHE, the New England Commission of Higher Education

Bachelor of Business Administration

September 1999 – June 2003

Indiana University Kelley School of Business

GPA: 3.24; Bloomington, IN

- The undergraduate Business Program ranked 10th according to U.S. News & World Report and 4th in the nation by Bloomberg Businessweek
- Awarded an international student scholarship for the entire duration of the undergraduate program
- Worked part-time: 20 hrs. per week at the Student Residential Operations Department