

ROBERT L. COLVIN, CRP

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EXECUTIVE SUMMARY

Proven Sales and Operations Management Executive with over 46 years of results in leadership, business consulting, sales management, sales, relocation, training, marketing & company creation.

- Dynamic principle centered leadership qualities founded in high ethical moral compass, dedication to team, loyalty, trusting relationships, personal accountability, collaboration, positive "DO RIGHT" attitude and ability to lead by example.
 - Strong analytical and systems development skills to identify revenue opportunities or potential challenges minimizing risk.
 - Experienced in prescriptive consulting to corporate ownership to effect constructive change to grow profitability, productivity, & improve the climate/culture of their organization.
 - Proven visionary entrepreneur creating a profitable national full service relocation management company.
 - Ability to cultivate quality high-level client or sales relationships based on caring, concern, trust & results.
 - Highly effective written, oral and presentation communication skills.
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PROFESSIONAL EXPERIENCE

Russell Real Estate Services

03/13 to 12/22

Executive Vice President (06/18-12/22)

Vice President, Corporate Relocation Services (03/13-06/18)

- Provided quality leadership and consulting skills to owners and office managers to effectively change the imager from an old, low productive company to a growth oriented, quality real estate company focused on high ethical principles, profit, per person productivity and recruitment/ retention of quality real estate licensees.
- Company growth over 10 year period from 7 Offices to 11 Offices, about 500 licenses to over 635, Sales Volume from \$380 Million to over \$1 Billion and per person productivity from 6.5 units to over 9 units.
- 2017 to present: responsible for all forms, legal, compliance, fair housing, board and divisional complaints/issues in association with outside counsel. Provided leadership consulting services/operation reviews for each office and assisted each leader in creating a profit/business plan for coming year.
- Created the company Policies and Procedures and Corporate Relocation Policy and Procedures Manuals for consistent delivery of ethical, quality service to clients, customers, corporate organizations and fellow Realtors..
- Provided extensive intellectual input and experience in creation of a Leadership/Management Development Program.
- Created and delivered numerous Career Development courses/ seminars (including but not limited to Policies and Procedures, Agency, Fair Housing Ethics, Etc.) and Relocation Training for servicing all facets of the relocation industry.
- Created a full service Relocation Services Division serving all facets of the relocation industry.

Prudential Select Properties/Prudential One, REALTORS® Northeast and Southwest Ohio

08/11 to 03/13

Vice President Corporate Relocation Services

- Combined companies have 12 residential offices and 2 commercial offices. Responsible for profitable operation, delivery of quality service to relocation service providers, growth of all relocation, referral and affinity sources of revenue for growth.
- Initial charge to analyze both companies' current operating policies then merge/develop relocation servicing policies and procedures under one common policy for both companies and deliver training to selected sales professionals to service incoming opportunities by end of 2011.
- 2012 held 4 relocation training classes with 65 Sales Professionals trained to service relocation referrals
- 2012 Closed 188 relocation transactions, volume \$38,881,670, GCI of \$1,092,034 with net company dollar of \$250,740.
- Created Corporate Advantage Program to form strategic partnerships with local companies for growth.

Consultant to Special Asset Management, LLC, Saratoga Springs, NY 12866

07/10 to 8/11

Contractor for Operations, Web Training and Real Estate Solutions

- Provided residential real estate expertise and short sale (HAFA friendly) facilitation flow consulting services to Special Asset Management, LLC, a component servicer for re-design, implementation, testing and delivery of their proprietary internet portals; www.samrealestatesales.com and Asset Management Site (AMS) for managing distressed properties (Short sale, REO, OIL, etc.) by mortgage servicers or holders, real estate networks, brokers, agents, preservation and title companies.
- Revised Training Modules/system, then conducted ongoing webinar training sessions for real estate network brokers and agents to service assigned properties. Assisted in creation/revision of forms and process checklists subject to legal approval.

Consultant to Prudential Real Estate and Relocation Services, Scottsdale, AZ**06/09 to 07/10****Consulting Director - REO and Special Assets**

- Consultant to Senior Leadership for final vetting of new referral lead/revenue channel with a national servicer for distressed properties facing foreclosure. Unique relationship providing managed Network approach to servicing the REO and special asset market vs. traditional agent centric model. Designed and implemented service systems, policies, procedures, facilitated launch, achieved network acceptance and service delivery training modules for PRERS/servicer.
- Achieved approximately 80% Affiliate acceptance by signed agreement within 120 days of launch.
- Over 9500 sales professionals signed and completed training to service assets within same time frame.
- Provide daily prescriptive consulting and enhancements for both their public website and private asset management system.
- Designed and conducted numerous national web-based training modules for the component servicer's Asset Management System (AMS) for REO/Relocation Directors and Sales Professionals.
- Created and conducted Panel Session at 2010 National Prudential on REO and Special Assets.

Prudential Select Properties, Cleveland, OH**03/06 to 06/09****Vice President Corporate Services & Relocation, Vice President West Region**

- Responsible for profitable operation/growth of Corporate Relocation/Business Development Division. From 03/06 to 12/31/06, was responsible after acquisition of 6 sales offices located in a 2 county region including, P/L, hiring, leading management team, growth, integration of new systems/services & legal challenges.
- Provided strong leadership to office managers focusing on retention, recruiting, productivity & profitability by improving the culture/climate of their respective offices both internally and externally.
- Incepted Business Development Div. to increase lead generation via internet & website. Increased relocation company dollar by 89%
- 2007 increased retained company dollar by 52%. 2008 profitability stable in challenging market.
- Designed/delivered 2009 PSP Strategic Business Planning process for sales professionals & office managers.

Prudential Real Estate & Relocation, Irvine, CA**05/05 to 03/06****Business Consultant - Impact Dynamics**

- Responsible for collaboration with affiliate ownership & leadership team in multi-state region & eastern Canada to assess, diagnose, & implement prescriptive action plans designed to improve profitability, productivity, culture & systems of their brokerage.
- Delivered Operation Reviews to affiliates providing a complete analysis of profitability, productivity & culture for the company or office. Facilitated action plans/benchmarking to ensure growth. Received evaluation rating of
- 4.96 rating out of 5.0 from companies reviewed.
- Proactively consulted/coached 25 companies monthly via trend analysis of P/L, recruitment & productivity to attain or exceed business plan objectives.
- Recipient of Manager's Choice Award in 4th quarter of 2005 (Within 1 yr. with PRERS).
- Created & conducted national teleconference on recruiting for PREA affiliates in February 2006.

Real Living Realty One, Inc. (Now Howard Hanna) Strongsville, OH**10/02 to 05/05****Broker/ Co-Office Manager**

- 2004 office GCI exceeded \$5 million – 936 units
- Office was 4th in four wall profit, 2nd in mortgage, and 22nd in title generation capture out of 70+ offices.
- Recruited 15 new and 5 experienced Realtors to office.
- Office was recipient of "Best Business Plan" Award for 2005.

Pulte Homes of Ohio, Inc., Cleveland, OH**01/02 to 10/02****Community Manager & Sales Consultant**

- Sales Consultant & Community Manager for large national builder in a prestigious active adult golf community. Worked with senior leadership as to product offering, standard and optional feature packages and spec home selection and placement.

Smythe, Cramer Co., (Now Howard Hanna), Strongsville & Bay Village, OH**06/95 to 08/01****Broker/ Office Manager**

- Offices profitable every year. Recruited +30 new or experienced REALTORS. Served on Forms Committee.
- "Eagle Award" Recipient for attainment of all goals in 1996. Only office (34 offices) to achieve this honor.
- Recipient "Manager of the Year" award in 1998. (Achieved this honor after 3 years with company.)

Realty One, Inc., Cleveland, OH

01/87 to 05/95

Vice President, Corporate Relocation Services

- Responsible for all business operations including: P/L, sales, HR & staffing of large 30+ person relocation division.
- Operations profitable every year.
- Division won numerous awards from the Genesis, Traveler's & Ameri-Net real estate networks.
- Department had over 25 employees in 3 locations in Northern Ohio.

Corporate Relocation Management, Inc., Cleveland, OH
(Under common ownership with Realty One, Inc.)

10/87 to 5/95

President, Executive Vice President

- Created national relocation service including: operations business model & implementation of strategic plan. Entire company was my responsibility to ownership. Arranged & managed multi-million dollar line of credit.
- Signed 6 Clients in 1988 to provide a complete menu of relocation services nationally.
- Consistently grew organization to include quality clients of national recognition.
- Developed strategic relationship with national independent broker referral network to both service and client development efforts to grow company and network.

Employee Transfer Corp. (ETC), Cleveland, OH

10/80 to 1/83

National Account Consultant/Client Services

- Responsible for service team delivering Marketing Assistance, Home Buy-out & Destination services to large international account (600-800 initiations annually) as well as main client service to contact.

Miller-Bishop & Associates, Cleveland, OH (Merger created Realty One, Inc.)

01/85 to 10/87

Bishop Realty, Inc., Cleveland, OH (Merger created Miller-Bishop & Associates)

03/77 to 12/84

Vice President Sales Manager/Relocation Director/ Broker Manager/REALTOR

- Started career with Bishop Realty in March 1977 as sales professional. In July 1977 promoted to Director of New Home Sales with assistance in land development. Quickly moved in other leadership roles after return from ETC above.

EDUCATION & ASSOCIATIONS

BA - Baldwin-Wallace College, Berea, OH
Licensed Real Estate Broker State of Ohio (BRKM 230028)
Instructor Training Institute (ITI) Graduate
CABOR – Board of Directors 1998-2000
ACAR – Board of Directors 2014-2017
National Association of REALTORS
Ohio REALTORS Association – State Director

Baldwin-Wallace Lettermen's Association
Worldwide Employee Relocation Council, CRP Designation
Kiwanis International Member
CABOR - Past Chair Grievance Committee
ACAR – Member Professional Standards and Legislative
Ohio Realtors - Member Professional Standards, MLS and
Legislative Committees

Successfully completed numerous leadership, sales & management courses

References Provided Upon Request