

LISA PARKS

LEADER, National and International Expert, Real Estate Appraiser/ Broker, Commercial/Residential Review Appraiser

Good contact mode

QUALIFICATIONS

EXECUTIVE SKILLS

Advance thinking defines my workable talents. As an effective communicator I have overseen the first line business operations in start-up companies and established firms. My endeavors in commercial and residential real estate combined at each job just right for progress. Review appraisers are leaders and managers at every level proving that quality control recaptures excellence and continues to strengthen companies at executive levels. I quickly moved to leadership positions, one example was as a Lead Appraiser at Superior Bank giving effective feedback. From there, I provided ongoing leadership and statistical data to leading companies on more complex assignments including commercial valuation products, desk reviews and compliance reporting. Across the board, my employment history details how it strengthened my leadership. I rose to higher service levels because I understood how to communicate with clients, executives and pull teams together while maintaining my own competitive product. Using metrics for better quality, and analyzing a variety of reports, I quickly applied methodologies learned in coursework to our companies' new products.

My people skills across companies and sometimes across difficult or distant boundaries was highly valued. I am trained and have experience to give special attention to details important to professionals such as brokers, builders, appraisers, managers, and other internal and external stakeholders. Telecommuting allowed me to reach out with exceptional speed, across distances and with upgraded skills. I loved it when the doors opened for commercial real estate. I was ready to grow again within the real estate industry. When indicators for multiple markets and contacts from multiple departments were needed, I did it in a short span with good responses. Your clients wanting more hands on from executives and teams can rely on my skills to re-establish or set new policies that will promote company-wide market orientation, culture and profit. I have guided cohesive teams using internal communication with leaders and departments. My leadership abilities continually stood out as I worked alongside executives reporting back to in-house staff and remote teams. We motivated employees and contractors by keeping our product user friendly and by tapping expertise. My presentations led to continued department growth, compliance, usable assessment of employees and company-wide progress. As a result of employee appreciation, client and employee retention increased. As our products expanded, we created a stronghold that all enjoyed. My superiors loved it. I will obtain additional licenses upon request. If your teamwork seeks more far-reaching products and presentations, more workable guidelines and high client approval, let's talk. I am always thinking of new ways of doing things! I am a Illinois State Licensed Real Estate Broker and a licensed appraiser. My broker's license is being held by NIREIN.

ENGAGING STAKEHOLDERS.

While working with supervisors at RRReview we made our online platform more user and reader friendly and clients grew. At GMAC, my summaries saved clients money. Relating goals to our staff and field appraisers resulted in "cleaner" more usable reports saving time. Exceeding our standards led to business gains for everyone. A solid approach, progressive strategies, and supportive departments increased overall performance. I developed my top producer skills with improved quality, infused goals, and implementation of projects with executives. I was chosen to help finalize new products and introduce procedures to clients and staff. Using these strategies overtime allowed me to understand the economy, make better market predictions, and serve more diverse products. As new valuation products are trending, my expertise, education, core values, and management experience feed into the appraisal industry, society, and organizations.

ADDING VALUE TO CLIENTS, EMPLOYEES, AND COMPANIES

I can use techniques to add value at every level from the appraiser to the manager to more than one president across firms. I motivated teams and employees felt appreciated. Superiors and executives recognized my business model, innovation, and ability to analyze a project to completion. We shared experiences and strategies. An executive from RR Review offered me a position as a remote manager of three departments. My coaching appraisers and brokers while motivating teams to make good independent decisions can positively impact business. My choice of vendors to perform second opinion reports in complex situations helped develop appraiser careers and added to my management expertise. I am a valuable visible resource. I use the results driven approach because firms use appraiser and broker expertise to help formulate next moves. It adds value to firms. I became multi-licensed because as only an appraiser, I was not exposed to all resources. Superiors placed me in positions to help train, develop, and attract better professionals. I am trained to implement change management. My work with executives using resources in a limited environment topped the competition, again adding value. I can provide assistance from the perspective of an appraiser panel, escalation panel and that of a lead appraiser. I can motivate employees, managers, or restore company vision and purpose.

INTERPERSONAL AND LEADERSHIP SKILLS

Using speaking and writing skills, I emerged as one of the best reviewers at MarktoMarket where I serviced unique properties. At Superior Bank I had five direct reports, collaborated with the valuation managers, and other bank departments. I have been an area specialist for several organizations, including the Midwest region. My immediate supervisor at Residential Real Estate Review chose me for special projects, rush assignments, and securing new clients. I assisted in daily monitoring of the system and its users. I resolved immediate and long term issues with my superior and other executives. I headed a Science Lab for 500 students with two direct reports. I have been offered several managerial positions in the broker industry. One was to lead a commercial staff. I am a diverse, energetic, strong leader. After serving within small groups of telecommuting panels, I formally added a Micro Masters of International Business Management to my offerings.

DEPARTMENT GROWTH AND PLANNING

At Homecomings Financial we reaped production increases at 30% and above. My collective data and presentations implemented procedural changes. We looked at annual growth and budgets. My competitive quality practices and "Same Thinking" yielded exponential progress as I helped my managers with feedback. We saved millions of dollars and passed savings to clients. I positively impacted firms experiencing economic downturns and those with complex visions by being diverse and using research. Another client

needed statistical summaries combining due diligence reports with reviewer appraiser data. As one of the first chosen to work on the project, I provided our client with details and direct answers. I worked weekends as we progressed to a new product. We met our timelines and this became one of my duties and later part of our team's daily routine. I recently formally developed my leadership skills by becoming one of the first to obtain a Micro Masters in International Business Management from a ten month strenuous graduate level program which is a collaboration of Harvard University, MIT, and Arizona State University. It focused on globalization, leadership, and business success working with diverse teams. It only awarded top students with grades of A or B. My take back was that it not only advanced my skills but also confirmed that my business approaches and expertise in real estate were right on track for what takes an individual, a team, a leader and a company to engage and innovate. Each has its own ingredients, but I can deliver the right approach in each situation

CERTIFICATION AND EDUCATION

Certified General Real Estate Appraiser • Registered FHA Appraiser • Former/Inactive Member of the Chicago Council on Global Affairs • B. S. Dentistry University of Illinois Chicago -Dec 1988 (graduate level) • Substitute Teaching License (Illinois) • Micro Masters of International Business (2017 graduate level program Harvard University/ Arizona State University/ MIT University Edx Program) • Illinois Licensed Real Estate Broker (held by NIREIN of Illinois)

PROFESSIONAL EXPERIENCE

CHICAGO PUBIC SCHOOLS, Substitute Teacher (temporary/part time during employment search and continuing education), Chicago, IL June 2016-Present

This was a wonderful opportunity to strengthen my leadership and in office skills working with management and directing students to a better education

- Managed classroom activities and attended meetings providing feedback for a better student centered educational process; oversee processes and procedures that bring teams and thinking to the same table
 - Provide solutions and ongoing support to the educational process and entire school staff across Chicago which prepares students for responsible citizenship, this helps to strengthen society. Goals included improving sustainability by helping to provide students with effects that make them stronger global citizens.
 - Instructed elementary students in all subjects to master learning techniques. Provided support to CPS and staff including teachers, teacher assistants, Principals, Assistant Principals and other staff
 - Maintained a creative learning environment daily using industry tools and methodologies effectively
 - Provided guidance, direction and support for teaching assistants facilitating the learning process and improving employee relations
 - Monitor progress of the learning process, provide support for review topics to reinforce learning
 - Select student leaders to assist in maintaining a healthy learning experience and delegate responsibilities to assist in classroom management
 - Use metrics to reinforce and provide ongoing support to students and school staffs across the City of Chicago
- ** Previously headed a 500 student biology laboratory with two direct reports**

STARS/CORELOGIC, Valuation Quality Spec II (telecommute), Mount Laurel, NJ, June 2012-March 2015

- Received **Quality of Excellence Awards** for quality and production
- Serviced complex assets nationwide including homes valued at \$1 million and above with consistency. Other luxury assets included
- Verified calculations, comments and adjustments in reports on Single family, condominiums, multi-family, investment rentals, cooperatives, condotels, and PUDs
- Supervised and coached appraisers standardizing production, consistency leading to competitive turn-around times
- Screened and serviced products with principles and guides for jumbo loans, LTVs, CLTVs, and white glove accounts Accelerated within platforms to deliver reports with over 90% valuation approval rates
- Utilized USPAP, GSE, Fannie Mae and other guides; supported in-house staff; Tightened procedures with appraiser interviews

UNIQUE PROPERTIES AND LEADERSHIP

PCV MURCOR, Senior Consultant, Pomona, California, January 2012-May 2012 (telecommute)

- Reviewed/reconciled products involving residential and mixed use assets nationwide; RMV reconciliations included appraisals & broker price opinions which gave loan servicing a better account of property condition and status
- Applied mastered techniques for timeline reduction and answered tough questions leading to greater customer, client and appraiser satisfaction
- Reconciled portfolios consisting of land, residential and commercial assets with detail to profits, income, and repair costs
- Navigated through a multi-faceted platform proficiently: Individual files included report types such as appraisals, broker price opinions, condition reports, due diligence reports and other report types; values included 30 day, 90 day liquidation, loss mitigation

MARKTOMARKET, Senior Consultant, Fredrick, Maryland, July 2007 – July 2011 (telecommute)

- Managed the review process for unique commercial & residential assets nationwide. Supervised/coached brokers, agents & appraisers improving responses and helping to develop careers
- Structured one-on-one appraiser and company conferences as necessary leading to product improvement; streamlined internal/external procedures increasing employee motivation

- Identified issues and interviewed field professionals for resolution on many processes including review, valuation and reconciliation (including commercial broker price opinions, appraisals, valuation reconciliation reports, due diligence, and property condition reports).
- Reconciled unique property portfolios with detail to profits, repairs, income, costs, loss mitigation and effective marketing times;
- Evaluated and strengthened compliancy at all levels
- Addressed principles of supply and demand including competencies in trends and technological advances affected pricing inclusive of government controls
- Researched and utilized safe practices for disaster type portfolios nation-wide
- Serviced land assets including, agricultural, remote, rural and special use properties in cities across the nation; some of which may or may not have included completed structures
- Serviced properties types for subdividing, recent acquisition, water rights, highway rights,
- Integrated liquidation requirements with the report process for clients and communicated with builders, developers, assessors and other professionals nationwide; Reviewed reports for compliance with local zoning and building codes
- Assisted with staff proficiency as we serviced greater numbers of commercial type properties; Performed at high production levels with good communication and quality
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LEADERSHIP

HOMEcomings FINANCIAL, Senior Consultant, San Diego, California, *November 2005 – April 2011 (telecommute)*

- Regional Specialist for residential and commercial (Illinois) assets state-wide
- Enhanced team production while delivering over 99% approval annually at top producer levels
- Motivated people and managed processes. Ordered second opinions for value escalations ensuring quality.
- Represented parties as a liaison: Increased client retention peaking with across the board approvals.
- Impacted review process positively applying sound decisions for acquisitions, mergers, securitized loans, loss mitigation and loan servicing portfolios
- Recommended/Ordered replacement reports based on quality control guides including vendor management
- Evaluated performance of vendors, brokers and agents improving quality and feedback
- Surpassed daily/monthly production and provided usable monthly summary reports to align goals: Determined risk improving the review outcome in a fast paced environment; Serviced appraisals, broker price opinions, due diligence reports, and other report types

INVESTOR BASED REPORTS

RESIDENTIAL REAL ESTATE REVIEW, Senior Consultant, Philadelphia, Pennsylvania, *June 2002-March 2006 (telecommute)*

- Regional specialist for state of Illinois; Provided direction for local assets and portfolios; Serviced two levels of escalated reports
- Placed our product over the top by using perfect blends of hands on techniques, interpersonal skills and professional organizations and resources; Managed assets include residential and commercial type properties nationwide
- Types of reports include appraisals, broker price opinions, due diligence reports, condition reports, cases of loss mitigation

COMMERCIAL ASSETS

REAL PROPERTY APPRAISALS, Commercial Appraiser, Chicago, Illinois, *May 2002-September 2003 (staff appraiser)*

- Completed appraisals and other types of reports on commercial properties

LEADERSHIP

SUPERIOR BANK, In-House Lead Appraiser, Schaumburg, Illinois, *December 1999 to April 2001 (in-house staff appraiser)*

- Served as Quality Control lead appraiser responsible for approving Illinois asset reviews of all other in-house appraisers; Supervised five direct reports. Met one-on-one with review appraisers, provided assignments and explanation of tasks, monitored progress of reports; Motivated and managed reviewers
- Acted as liaison between the appraisal department and other bank departments
- Finalized appraisal reviews and utilized MLS systems in Illinois, Michigan, Ohio, Indiana and Wisconsin; Reviewed appraisals nationwide.

2018-2019 CE Courses: Appraiser CE courses 2018: (May 2019) Basic Hotel Appraising -Limited Service Hotels (2018-2019) 7- Hour USPAP Update Course for Non- Residential Real Property. (2018-2019) 7- Hour National USPAP update course June 2018.
Real Estate Broker CE Courses 2018: Illinois Core A ~Fair Housing, Agency, Licensing and Escrow; Illinois Core B~ Legal Issues, The End of the Paper Trail: How to Conduct Paperless Transactions and Know the Code: Your Guide to the Code of Ethics: **Appraiser CE in 2017:** Appraisal of Land Subject to Ground Leases; The Nuts and Bolts of Green Building for Appraisers; Appraising Small Apartments; **Illinois Broker Courses in 2016/2017:** Illinois Core A - Fair Housing, Agency, License Law and Escrow; Illinois Core B -

Legal Issues; How to Work with Real Estate Investors - Part 1 AND How to Work with Real Estate Investors - Part 2; In 2016~ Know the Code: Your Guide to the Code of Ethics (All three were Continuing Education); 2017~A Review of Disciplinary Cases: How to Avoid a Visit with the Licensing Board; **Appraisal Institute November 2016-** APPRAISAL REVIEW & EVALUATIONS; McKissock Webinar (June 2016 ~ Negotiation Skills: The Foundation of a Successful Real Estate Career; **Completed 2016-2017 ~7 hour USPAP Course. Completed: 2014 & 2015** - The Dirty Dozen: The Essential Steps to Completing a USPAP-Compliant Real Property Appraisal Report completed also in 2015: Data-driven Adjustments with Regression; The Appraisal Institute Course Using Spreadsheet Programs in Real Estate Appraisals-The Basics. Recently completed: Before and After Tax Discounted Cash Flow Analysis Workshop, Appraisal of Assisted Living Facilities AND the CIPS - Asia/Pacific and International Real Estate Completed Appraisal of Fast Food Facilities with McKissock.com Completed CIPS course Europe and International Real Estate; CIPS-Global Real Estate=Local Markets; CIPS-Global Real Estate Transaction Tools (2014); Completed Business Practices and Ethics -Appraisal Institute August 2014. Additional Coursework (1) How to Analyze & Value Income Properties (2) Commercial Appraisal Review -- audited (3) Residential Appraisal Review (4) REOs and Foreclosures (5) Even Odder and More Oddball Appraisals (6) Ad Valorem Tax Consultation. **Appraisal institute:** Commercial Appraisal Productivity Seminar (Aug 2013); **Prior Webinars:** Perspectives from Commercial Review Appraisers. (2) Investment Property Accounting Standards: How the World is Converging (Europe); **Prior coursework:** (1) Appraising and Analyzing Retail Shopping Centers for Mortgage Underwriting (2)Environmental Contamination of Income Properties

Facilitating complex issues

Escalation Department• Luxury Homes• High Repair • Litigation• Mitigation • Due Diligence• Condition Reports• Argus• Financial Models• Real Estate in Other Countries

Types of Commercial Properties

Vacant Land and Unique Properties• Office Buildings and Retail Type Properties • Industrial and Manufacturing • Commercial Garages and Strip Mall • Mixed and Special Purpose Assets • Condominiums and Condominium Conversions • Real Estate Tax Reductions and Eminent Domain • Lo Rise and High Rise Apartment Buildings • Single Family and Multi-family assets