

ZAINA AGBO, CMCA[®], AMS[®]

SENIOR ASSOCIATION MANAGER | HIGH-RISE & ACTIVE ADULT COMMUNITIES

PROFESSIONAL STATEMENT

Community Association Manager with 5+ years of experience managing HOAs, Condominiums and high-rise operations. Proven ability to stabilize underperforming communities, lead onsite teams, and partner with Boards of Directors to drive operational, financial, and strategic outcomes.

Experienced in managing complex building systems, large vendor portfolios, and capital improvement projects exceeding \$1M. Known for strengthening trust, improving communication, and implementing structure to high demand environments.

PROFESSIONAL EXPERIENCE

LANSLOWNE WOODS OF VIRGINIA - POTOMAC RIDGE ASSOCIATION MANAGER | 02/2024-01/2026

- Directed operations of an 11-story, 55+ condominium community, overseeing building systems, staff, and resident services
- Served as strategic partner and primary advisor to the Board of Directors, supporting governance, budgeting, and operational decision-making
- Supervised onsite staff including Assistant Manager and Building Engineers, improving accountability and workflow efficiency
- Managed complex building operations and vendor relationships supporting long-term asset value.
- Stabilized community operations following repeated management turnover, restoring consistency, communication, and trust among residents and leadership

FIRSTSERVICE RESIDENTIAL

PORTFOLIO MANAGER | 04/2022-02/2024

- Provided leadership and operational oversight for a portfolio of HOA and condominium communities, serving as the primary liaison to Boards of Directors
- Partnered with Boards to develop and execute annual budgets, strategic plans, and community goals
- Monitored financial performance and provided regular reporting and recommendations to support informed decision-making
- Led board meetings, prepared agendas and reports, and ensured follow-up on key priorities and action items
- Conducted property inspections and implemented operational improvements to enhance service delivery and community standards

PROPERTY MANAGEMENT PEOPLE

COMMUNICATIONS/WEB DEVELOPMENT | 11/2021-04/2022

ADMINISTRATIVE ASSISTANT | 09/2020-11/2021

- Played a key role in modernizing website and improving community communications
- Developed and managed newsletters, website, and social media
- Supported management of a portfolio including HOAs and condos, contributing to daily operations and capital improvements
- Served as front line for a community of 1,400 homes, including processing ARC applications, violations, pool passes, while improving operations and resident engagement

CORE COMPETENCIES

- High-Rise & Condominium Operations
- Board Governance & Advisory
- Budget Oversight & Financial Planning
- Capital Projects & Vendor Negotiations
- Resident Relations & Conflict Resolution
- Policy Implementation & Compliance
- Operational Efficiency & Process Improvement

TECHNICAL SKILLS

- Microsoft Office Suite
- Word Press & Elementor
- Oracle
- Strongroom
- Cinc
- FrontSteps, Smartwebs, and BuildingLink

KEY PROJECT HIGHLIGHT

\$1M HVAC & Boiler Capital Improvement Project

- Played a key leadership role in planning and executing a \$1M capital improvement project
- Coordinated with vendors, engineers, and Board members from planning through completion
- Led communication efforts with residents to ensure transparency and minimize disruption

PROFESSIONAL DEVELOPMENT

ZAINA MARIE, FOUNDER

- Design and produce custom products & digital goods
- Manage branding, e-commerce, and customer engagement
- Develop and execute digital marketing strategies

AUTHOR

- *Living Your Best Life in a 55+ Community*
- *You Are Allowed*

UNIMEX | 11/2019-05/2020

PIPELINE PACKAGING | 04/2010-04/2014

HARWICK STANDARD | 05/2003-10/2009

EDUCATION

UNIVERSITY OF AKRON

Business & Organizational Communications
72 credits completed

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