



PROFILE

I turn growth plans into operating systems—winning proposals, disciplined sales pipelines, and streamlined community-management workflows. Responsive, cross-functional, and relentless about turning friction into flow across finance, maintenance, and client communications.

SKILLS

- Proposal development & board-ready presentations
- Sales pipeline ownership (lead follow-up, CRM management, forecasting)
- Community association operations (vendor oversight, contract admin, capital projects support)
- Process improvement & integrations (HubSpot, Power Automate)
- Financial transparency (variance reviews, report packaging, board invoice approvals)
- Client success, retention, and relationship management

Lynn Simpson

COMMUNITY MANAGEMENT OPS & CX LEAD

BUSINESS DEVELOPMENT & OPERATIONS STRATEGIST

WORK EXPERIENCE

Business Development Specialist

EJF Real Estate Services – Washington, DC

Sep 2022 – Present

- Own end-to-end sales management: lead follow-up, CRM stewardship (HubSpot), pipeline hygiene, proposal tracking, and close support.
- Develop tailored management service proposals and pricing narratives; convert operational detail into board-ready value stories.
- Assist 3 BDMs with RFP responses across Central & Southeastern VA; coordinate research, competitive analysis, and executive summaries.
- Bridge BD and Operations: define handoffs to onboarding, set reporting expectations, and align deliverables so new clients launch cleanly.
- Train/coach staff on Vantaca best practices; help boards and onsite managers customize dashboards, financial packets, and approvals.

Portfolio Manager, Community Associations

EJF Real Estate Services – Washington, DC

April 2021 – Sept 2022

- Re-entered the industry after a 10-year gap and quickly reestablished credibility, growing from managing 2 properties to 10 within 3 months, then tripling portfolio size by month 6.
- Oversaw diverse properties including high-rise communities with onsite staff providing leadership, training, and accountability.
- Turned around at-risk client relationships, resolving resident and board concerns through proactive communication and operational improvements.



Lynn Simpson

COMMUNITY MANAGEMENT OPS & CX LEAD

BUSINESS DEVELOPMENT & OPERATIONS STRATEGIST

WORK EXPERIENCE (CON'D)

Portfolio Manager, Community Associations

EJF Real Estate Services – Washington, DC

Jul 2007 – Apr 2009

- Grew from 2 to 10 properties in 3 months; tripled portfolio within 6 months.
- Coordinated capital improvements and negotiated service contracts; improved service delivery and averted \$100K+ in at-risk revenue through relationship repair and operational fixes.

Program Support Specialist (LMS / DAU) |

General Dynamics – Fort Belvoir, VA

May 2010 – Jun 2012

- Supported the Defense Acquisition University in managing the ATLAS integrated learning system; user support and content reliability.
- Drafted and published the Incident Management Plan; assisted in implementing a department-wide service-management (ticketing) system.

Configuration Management Coordinator (NOAA/DoD/NASA program)

BAE System – Silver Spring, MD

Apr 2009 – May 2010

- Supported a \$14B+ national weather-satellite program with end-to-end configuration control: baselines, change reviews, status accounting, and CCB operations.
- Co-authored the Configuration Management Plan (CMP) and SOPs; produced weekly change-status reports for senior leadership.
- Provided technical support to 200+ change-control users and maintained the user database.

EDUCATIONAL & CREDENTIALS

Johns Hopkins University

B.A., Economics

1999 - 2022

- Dean's List
- Woodrow Wilson Research Scholar

CMCA®

Certified Manager of Community Associations

PROFESSIONAL FOCUS

Business Development • Proposal Development • Client Success • Board Communications • Vendor & Contract Management • Financial Reporting & Variance Analysis • Workflow Design • Cross-functional Onboarding

TOOLS & PLATFORMS

HubSpot (CRM, automations, reporting) • Vantaca (board/owner portals, workflows, financials) • Other proprietary community management platforms • HTML/CSS (site edits) • Python (scripting/data cleanup)