



**Jean Alderman, MBA**  
*Client Service Manager*

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## **RESPONSIBILITY ON THE TEAM**

As Client Service Manager, Jean directs the execution of all support services required by the Property Management Department. She leads a team of Client Service Coordinators that resolves tenant requests, provides administrative support for the department and orchestrates tenant appreciation activities. Jean provides oversight of tenant and vendor relations, serving as liaison with Building Engineers and Property Managers, and administers the invoicing and billing audit function for the maintenance department. Jean also oversees a variety of special projects, including Tenant Connect, Grubb & Ellis|Thomas Linderman Graham's web-based tenant services management system that allows tenants to easily and immediately report concerns and requests, as well as the company's annual Tenant Surveys, which provide tenants the opportunity to give valuable feedback about the quality of the service they receive.

## **CAREER SUMMARY**

Jean began her career at Cameron-Brown Company (later First Union Mortgage Corporation), where she served for 20 years. She held many positions and responsibilities within the company, including Customer Service, Collections, Commercial Loan Portfolio Analysis, Commercial Mortgage Servicing, and Organizational Effectiveness and served as leader of the Vendor Relations team. As a member of the Organizational Effectiveness team, Jean co-developed leadership training and team-building seminars and facilitated Special Projects problem-solving teams. Jean has been a licensed North Carolina Real Estate Salesperson as well as a licensed North Carolina Real Estate Appraiser, certified in both commercial and residential property appraisal. She worked as a staff appraiser with The Glenn Group, concentrating on income property assignments. For five years prior to joining Grubb & Ellis|Thomas Linderman Graham, Jean was Director of Operations for Stop Hunger Now, an international hunger relief non-profit. While there, she traveled to South Africa and Kenya to assess the work of in-country aid partners. Jean also helped inaugurate Operation Sharehouse, where volunteers package high-protein dehydrated food mix for shipment overseas to areas affected by natural disaster, famine or disease.

## **EDUCATION**

- University of North Carolina at Chapel Hill – Bachelor of Arts, Education
- Meredith College – Master of Business Administration