

C U R R I C U L U M V I T A E



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Mr. McDonnell is a Project Manager for the Thomas Seaman Company. He has worked at the Thomas Seaman Company since December, 2006. His responsibilities at the firm include assisting with the operation of distressed businesses, negotiating and preparing leases, property management, interacting with governments to achieve needed certifications, repair and maintenance of properties, disposition of assets and updating a website. He has performed fiduciary work on 60 different State or Federal Court Receiverships and one large family trust. He has participated in the sales transactions of 37 real properties and two auctions of personal property.

Prior to joining the Thomas Seaman Company, Mr. McDonnell worked as an independent management consultant to the Vice President for Customer Service at US Search.com, a records search company. Mr. McDonnell provided analysis of call center efficiency to better schedule sales, customer service and operations work. At the firm he instituted cross-training of agents to better use periods of volatile call volume which led to a significant improvement in customer service and reduced the cost of call center staffing by over \$400,000 annually. He also performed price elasticity analysis to better rationalize pricing sold via internet and television advertising.

Mr. McDonnell was previously an Operations Analyst for the Nordstrom Company for three years. Mr. McDonnell combined historical call volumes with upcoming marketing programs to model staffing requirements for a 300 agent call center by the fifteen minute interval. Mr. McDonnell was able to build these models so that 90% of all sales and customer service calls were handled within 10 seconds of being placed. Mr. McDonnell also built an incentive program used by management to improve salesmanship of the phone agents and promote efficiency and timeliness of agent work. Mr. McDonnell also managed a reduction of unneeded labor hours to save \$300,000 in yearly costs.

While studying for his Masters degree, Mr. McDonnell worked for a year at a startup real estate investment advisor focused on seniors housing, Columbia DuBrin Realty Advisors conducting research on over forty different real estate investment trusts (REITs) and communicated with these REITs to introduce the firm. He initiated the first \$30M financing conducted by the firm. He also conducted market research, due diligence and

financial analysis on proposed locations for assisted living facilities in Washington, Alabama and Texas. He also worked for five years as a licensed investment representative for two small mortgage lenders and a full service brokerage. Mr. McDonnell also owned and operated a custom printing company while an undergrad.

Mr. McDonnell earned a Bachelor of Arts degree in History from the University of Washington in 1988 and a Masters in Business Administration degree from Seattle University in 1996. He is currently studying for the California Real Estate Broker and Series-65 Investment Advisor licenses.