



Gladwell of Servcorp: Be an innovative leader

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Name: Melanie Gladwell

Title: Senior Vice President, New York

Company Name: Servcorp

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What year did you start your career in commercial real estate: 1999

Real Estate Associations/Organizations: Institute for Independent Business (IIB)

What recent project or transaction are you most proud of?

In my most recent role as senior vice president of New York for Servcorp, I've played an integral role in the opening of the company's newest space on the 85th floor of One World Trade Center. Being that it's the most iconic building in the world, and our new flagship location - as it's the largest and most invested-in - it has been truly incredible to be a part of this process - from overseeing the build-out of the space in just 12 weeks, to hiring staff, and now to welcoming tenants. To oversee and launch operations in a building of this caliber has been one of the most rewarding experiences in my career thus far.

Who or what has been the strongest influence on your career and why?

My parents and the entrepreneurial spirit that was instilled in me at a very young age. I learned to make quick and sound assessments, stay agile, to find solutions, to take risks, to be fair, to be innovative, to be a leader, and to be confident in my actions - I still use these principals to guide me today in all facets of my career.

What is the first thing you do when you arrive in the office in the morning?

First, I make bulletproof coffee - organic coffee blended with coconut oil and grass fed butter - which gives me the energy to power through my day. I then prep my team on the day's priorities and open up the CRM system.

What time management strategies do you find to be the most effective for you?

My business mentor used to say "first things first, second things never", which means you have to only focus on priorities. Also, I always "size the benefit" of my actions - meaning I consider the impact to the success of my goals and to the company. If the impact of my action isn't significant, the task doesn't get done at that time.

What is the best advice you have received and who was it from?

My father always told me, "You owe it to yourself and to the company you represent to always 'ask'. The worst someone can say is no, but the best they can say is yes."

At a young age, I was resigning from my first job - which I felt terrible about - to take a position at an international sales organization, providing me with more opportunity for growth and professional development. My boss, Ken Austin, said to me: "The business will always take care of the business,

so you need to take care of yourself first."

List 3 women that you would like to have drinks / dinner with and where would you go?

Lori Greiner, Anna Wintour, Barbara Corcoran.

Either Forty Four at the Royalton, Dead Rabbit, or The Campbell Apartment - they all have fantastic craft cocktails in the most inviting and elegant settings!

What is your favorite quote?

I have a few, for different aspects of my life:

"Don't let anyone rent space in your head unless they're a good tenant." - Unknown

"People can't drive you crazy if you don't give them the keys." - Mike Bechtle, Author

"Nobody cares how much you know until they know how much care." Theodore Roosevelt

What did you want to be when you grew up?

A singer/entertainer. My father was a professional musician so music, singing and performing was always in my life.

I was in a band for a few years, but my career became very demanding (and my priority) and I couldn't devote enough time to the band.