



## **2019 Women in Building Services: Kristen Ambrosino, ACC Real Estate Services, Inc.**

February 19, 2019 - Spotlights

Name: Kristen Ambrosino

Title: General Manager/Controller

Company Name: ACC Real Estate Services, Inc.

How many years have you been in your current field? 5

List up to three CRE organizations that you are currently a member of:

CIBS

ABLI

What was your greatest professional achievement or most notable project in the last 12 months?

This past year I had the opportunity to step into the General manager/controller position at ACC. This has been an amazing learning experience for me, as I now get to know and learn every single aspect of our commercial property and leasing firm. Being in this new position has allowed me to grow and create connections more rapidly than before, due to the fact that I'm interacting with tenants, building managers, building owners, and my staff on a day to day basis. It can be intimidating being in this business as a younger female, but my promotion has allowed me to become more knowledgeable and resourceful in a very short time. I'm excited to see what this new year brings and to continue to network and grow not only myself, but ACC as well.

What trend(s) do you predict to dominate your industry in 2019?

Technology will always be a trend that will dominate the property management industry. Our current level of technology has made us available in every sense of the word and has increased our efficiency as well. With current property management programs available, owners can track in real time what is going on at their building, from a simple light bulb replacement, to an extensive build-out. The use of technology also cuts down timelines. If there is a maintenance issue, you can now snap a picture or take a video, send it to a vendor and they will see before even getting to the building what needs to be done. This cuts down on trips to the buildings to evaluate issues, which in turn saves labor costs for your clients. Technology is a trend that has been dominating industries for

years now and I don't see it plateauing anytime soon.

Which of your philanthropic endeavors are you most proud of?

The Interfaith Nutrition Network or INN is a not-for-profit based out of Hempstead, which is working to combat homelessness on Long Island. Each year I've worked with this organization both in my personal and business life, including food shelter volunteering, Christmas present donations and house deliveries, sponsoring families, and business fundraiser sponsorships. This is an organization that does selfless work that you get to see right here on Long Island. Being able to interact and see who you're helping hands on is a very important experience and I look forward to the continued work with the INN.

What does it mean to you to be a team player?

Being a team player is the most important part of my job. My main goal is to see not only ACC thrive, but our employees as well. In order to service all our clients, our team must be cohesive and work together all the time. A large part of my responsibility is to ensure that my coworkers are communicating and keeping that "team player" mindset. There are many moving parts in the property management business and in order to keep our clients happy, having a strong team with a strong tie to our company is very important.

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