2022 Women in Professional Services: Jennifer Clapp, Global Holdings Management Group, US

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In the last 12 months, what was your TOP career highlight? My top career highlight in the last twelve months has been seeing one of our residential projects, Anagram Nomad, come to life after the pandemic. A huge part of my job is taking beautifully designed spaces and activating them for tenants and residents. This is something that was almost completely halted during COVID so to see this space with people in it is incredibly rewarding. I led the activation and programming of over 10,000 s/f of amenities including a full-service fitness center and resident-only café.

In the last 12 months, what ONE award were you most proud to receive? No formal awards given but the most rewarding thing to happen in the last 12 months has been building a tenant experience team to drive the ethos that GH believes in which is to provide hotel level service and touch points in our commercial properties.

What advice would you give the next generation of women in your industry? Don't be afraid to offer a different perspective. CRE can be a very traditional space so continue to push the limits and look at things from a different lens, whether its operational, marketing and leasing, or development.

In the last 12 months how have you helped your industry grow through professional creativity, innovation and leadership?

I think my best attribute to the commercial real estate space is my ability to drive experience within our properties. The term tenant experience really had no leverage 5 years ago for landlords and now it is necessary to attract tenants and support their pursuit of top talent. During COVID, I had the privilege of leading a digital experience initiative across our NY portfolio that allowed us to continue to reach our tenants/residents through technology.