

TRACEY MARSHALL, NCIDQ, CFE

Aesthetically Functional Solutions • Conceptual and Creative Thinking

I am an Interior Design Manager with a well-rounded background in both the creative and operational sides of design. I take a collaborative approach to working with cross-functional teams, including designers, general contractors, project managers, and stakeholders, to ensure that projects are completed efficiently and meet client expectations.

I focus on guiding teams through all phases of design, from initial concepts to project completion, while balancing creativity with practicality. My experience in managing resources and timelines helps ensure that projects are delivered on time and within budget, without compromising on quality or vision.

I value open communication and problem-solving, working closely with vendors, field crews, and leadership to address challenges and keep projects on track.

Interior Design Manager

7/3/2024 – 5/13/2025

WELLTOWER INC.

Conceptual Design: Oversee the creation and implementation of interior designs, including finishes selections, FFE, space planning, lighting design, and both interior and exterior signage. Focus on FHA and ADA guidelines and best practices for seniors with mobility and cognitive disabilities. Expert in value engineering and design efficiency.

Field Communication: Build and maintain strong relationships through excellent communication and service. Act as the primary liaison between field crews, contractors, and clients, proactively addressing challenges and ensuring on-time project delivery through effective problem-solving.

Multi-Tasking and Job Management: Work on multiple design projects at once – typically 3 clients with 30 properties per client going simultaneously. Keep distinct design schemes. Understand specification differences and able to quickly answer questions based on each project's parameters.

Organization and Specification Documentation: Work with field team and vendors to compile and define historical overlapping and competing specifications for each client. Provide concise documentation containing specifications, diagrams, and typical condition directions for general contractors to use in bidding and installation.

Team Leadership: Lead and mentor multidisciplinary team members. Foster a collaborative and productive work environment, promoting teamwork and high morale. Create a culture of openness and information sharing.

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ADDITIONAL EXPERIENCE

<u>Direct Design & Construction</u> MASSAGE ENVY FRANCHISING	3/21/2019 – 7/3/2024
<u>Interior Designer</u> (Commercial TI) PHOENIX DESIGN ONE	3/2006 – 2/2009
<u>Interior Designer & Project Manager</u> (Residential) PHG ASSET MANAGEMENT	8/2004 – 3/2006
<u>Command Post Controller & Training NCO</u> US AIR FORCE NATIONAL GUARD & AIR FORCE RESERVES	1988 – 2001

EDUCATION

AAS, Interior Design, Phoenix College
BA, German & International Relations, University of Toledo
NCIDQ, Certificate Number 25590
CFE, Certified Franchise Executive

REFERENCES

Phillip Jones – Welltower and Massage Envy
Pjones000@msn.com • 865.405.2322

Corie Rockafellow – HomeSmart International
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David Higginson – Architectural Millwork Design, Inc.
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