

# Douglas Ridley

## **Professional Summary**

Property Management Professional looking to pursue a career in urban planning and design. Interested in comprehensive/long-range planning, environmental planning, land-use planning, urban morphology, and design psychology.

Passionate about understanding the challenges facing communities, and developing projects that address local needs, facilitate economic development, and prepare cities for sustainable long-term growth.

Extensive experience communicating with the public and interacting with diverse communities. Experience operating in fast-paced customer service environments, where mediating conflict, building rapport, establishing trust-based relationships, and closing deals were essential.

## **Work History**

### **Mill Creek Residential Trust - Leasing Consultant**

Seattle, WA

04/2019 - 02/2020

- Generated \$1.65 million dollars in new annual revenue.
- Increased community occupancy by more than 37%.
- Created database of apartment pictures & dimensions.
- Consistently outperformed the company's average score for customer leasing satisfaction as reflected in the Kingsley Survey.

### **Apartment Advantage Staffing Services - Floating Leasing Consultant**

Bellevue, WA

05/2017 - 04/2019

- Provided leasing and administrative support to more than 120 apartment communities throughout Washington State.
- Trained new leasing professionals.
- Ranked among the company's most requested consultants by clients.

### **Kilmer For Congress - Communications Intern**

Tacoma, WA

07/2016 - 11/2016

- Reached out to more than 4,000 likely voters.
- Trained new volunteers for canvassing and phone banking.

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## **Education**

### **The Evergreen State College**

**B.A.**

Political Science & Public Policy

## **Professional Certifications**

- **Sketchup 2021 Essential Training**  
LinkedIn / September 2021
- **Learning QGIS**  
LinkedIn / September 2021
- **Strategic Planning & Urban Design Foundations**  
LinkedIn / August 2021

## **Projects**

### *Consulting*

- Created proposal for internship program that saved \$50,000 for health care client (Washington Institute for Mental Health Research & Training).

- Promoted by Campaign Manager to assist local campaigns in improving voter outreach.
- Provided administrative support to senior team members.
- Wrote op-eds for down-ballot campaigns.

### **The Evergreen State College - Student Union Representative**

Olympia, WA

08/2012 - 01/2014

- Organized several on-campus lectures featuring academics, activists, and elected officials.
- Renegotiated contract with campus food provider to allow vendors to operate on campus.
- Appropriated funds to aid Intercity Transit's move from diesel to hybrid buses.

### **Washington Student Association (WSA) - Student Lobbyist**

Olympia, WA

01/2013 - 06/2013

- Formulated the Evergreen State College's yearly legislative priorities and actively contributed to WSA's legislative agenda.
- Devised lobbying strategies with the WSA Board of Directors that led to the passage of major legislative goals including a two-year tuition freeze in the Washington State budget and expanded access to ballot drop boxes on college campuses.
- Recruited community members with lobbying experience to teach students how to effectively lobby their representatives in preparation for WSA's annual Lobby Day.

### **National Commission on Indigenous Peoples - Legal Advisor**

Puerto Princesa, Palawan, Republic of the Philippines

09/2012 - 01/2013

- Drafted constitution for indigenous community in the Philippines.
- Prepared documents petitioning government for federal recognition of ancestral domain.
- Conducted anthropological survey of the indigenous peoples of Northern Palawan, documenting their history, religion, and language.
- Created ten-year economic development plan that would replace destructive local practices like slash and burn farming, dynamite and cyanide fishing, and commercial pearl farming with alternative industries making use of local sustainable resources.

### **The Evergreen State College - National Communications Coordinator**

Olympia, WA

09/2011 - 01/2012

- Led student delegation at regional conferences on innovative approaches to improving the campus experience.
- Served on the Housing Arbitration Panel, which reviewed student appeals to alleged damage to college facilities.

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### *Research Projects*

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- Completed industry analysis of U.S. Nonprofit News including case studies and SWOT analyses on NPR, The Sapling Foundation, the New America Foundation, and Chicago Public Media.
- Completed anthropological survey documenting the history, culture, and language of an indigenous community in the Philippines. Drafted tribal constitution and ten-year economic development plan alongside tribal leaders.

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### *Presentations*

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- Gave lecture on Urban Morphology and the urban planning process to Portland Toastmasters Chapter.
- Presented findings of individual research contract on water conservation efforts in the U.S. and the relationship between clean water and public health.
- Presented three-part lecture series on Chinese industrial policy and strategic investments abroad.

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### *Media*

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- Founded non-profit media startup. Drafted business plan, created website, recruited ten classmates and produced podcast.