



Machell Roller

Director, Cresa Lease Administration

Professional Experience

Machell leads our team of lease administration and accounting professionals, delivering world-class service and providing progressive data management to inform our clients' decision-making. With more than 25 years of real estate and lease administration experience, Machell manages the growth and professional development of over 40 lease administrators. She specializes in the transition of large corporate accounts, improving data integrity and implementing consistent standards for how data is captured across portfolios. Additionally, Machell oversees training for her clients' employees to ensure they are empowered to leverage their existing lease administration database to its full capacity.

Clients

- Schlumberger
- UHS
- MedStar
- Stanford
- Sonoco
- OptionCare

Notable Assignments

- **Client Satisfaction Survey:** Cresa recently surveyed our Lease Administration clients to understand how we can better serve them. Machell is spearheading the initiative and following up with each respondent to ensure Cresa's service delivery is meeting our standards for excellence and to identify any adjustments that can be made to better serve the unique needs of each client.
- **Transition of a large portfolio:** Machell managed the transition of a 6,000-lease portfolio for a notable communications firm, migrating data from an antiquated database to a more sophisticated web-enabled lease administration system. The transition was completed in less than four months and included the hire and onboarding of 15 lease administrators. Machell helped the client achieve \$1.1 million in revenue recovery and cost savings in the first year.

Education

Coursework in Finance, DePaul University
B.A., Accounting, Illinois State University

Contact

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