



## Ruki Mohamedbhai, RCM

GPM Property Management Inc.  
Year entered the profession: 2001  
Year RCM obtained: 2014

**Mentor(s) in the industry:** Mo Killu, VP GPM Property Management Inc.

His knowledge, patience and passion for assisting and seeing his employees thrive have helped me to become more confident, focused and self-directed.

**What path brought you to a career as a condominium manager?** I began working as an assistant to a manager for almost ten years of my career, which gave me valuable experience working with different managers and buildings, but I had a desire to achieve more.

**How has your membership in ACMO helped you in your career?** ACMO has created a platform for ongoing education and the ability to meet and collaborate with different professionals in the industry.

**What is one must-have skill for a condominium manager? Why?**

The most important skill for a condominium manager is the ability to not take things personally. One should always be aware that they are the first point of contact for a frustrated resident, and by separating yourself from the situation, you can actively listen to their concerns and address their needs in a professional manner.

**Tell us about a personal success story on the job.** In 2001, I was given the opportunity to work part-time as an assistant to a condominium manager. Being very new in the industry, I did not have the confidence to work in a service-oriented environment. However, within three months, I was able to both adapt and refine my skills as an assistant, which

led to being offered a full-time position working at various locations across the GTA. This continued for 10 years before being promoted to a manager and recently secured a position as a Client Relationship Manager.

**What's your biggest challenge as a manager?** My biggest challenge is constantly having to prove myself at work. Being a woman, an ethnic minority and maintaining religious attire at work presents me with a unique set of obstacles. At times, I feel I need to

afraid to ask questions, and to document everything — this will protect you.

**Answer this statement – I am an RCM because...** It gives me the recognition of knowledge in the industry, which allows me to confidently assist clients and owners.

**Where do you see yourself in five years?** In five years, I see myself expanding my knowledge and building the confidence to grow my company. I would like to use my experience to help other managers in achieving their goals.

*My biggest challenge is constantly having to prove myself at work. Being a woman, an ethnic minority and maintaining religious attire at work presents me with a unique set of obstacles.*

prove to others that I belong in this position. I have had instances whereby residents prefer to speak with my male superintendent when dealing with issues, and being challenged on my knowledge of governing documents binding the corporation.

**What's your favourite part of the job?** I've always enjoyed problem-solving and finding the most efficient way to tackle an issue. This fueled my interest in working on bigger projects, as there are several moving parts at play to achieve the results.

**Best business advice you have ever received.** The best business advice I've received is always be proactive, never be

**What recent project that you completed can we highlight?** My most recent project was a major landscaping restoration of a beautiful ravine at Bedford Glen. It consisted of re-sloping the pathway to meet the AOAD and Ravine and Natural Feature Protection By-Law requirements. This included inspections by city officers, approvals, and damage deposits for potential injuries or tree removals. The pre-requirements were a lengthier process than the construction.

Phase 2 of the project will begin in Spring 2020 and has its own challenges; however, I am looking forward to the new ventures and knowledge it brings. ■