

Stephen A. Ramseur
Curriculum Vitae
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Introduction

I have participated in various facets of commercial real estate since 1984. After earning my bachelor's degree, I worked for a statistics and demographics firm in Dallas. I returned to pursue a master's degree from Texas A&M University in 1988, working as a graduate research assistant for the Real Estate Research Center. Upon graduation, I worked as a commercial real estate appraiser and property tax consultant in Seattle, Washington. In 1995, I took a promotion and moved to Dallas to grow and lead the eastern region's valuation and consulting business. I served on the executive team for eight years before moving to San Antonio and leading several of the Firm's most prominent clients as a senior executive, including Nokia, AT&T, Citigroup, and USAA. I moved to the Staubach company in 2008 as Executive Vice President to build and lead their largest business, Global Corporate Solutions. After the merger with JLL, I helped create one of the Firm's most significant service lines, served as President of the three largest divisions, and led a team to create an innovative technology platform. During this time, I earned a second master's degree and took continuing education courses at Harvard Business School Online. I served as Chief Innovation Officer for a Fortune 500 company. I am President of Stephen A Ramseur Consulting LLC and Executive Professor, Finance, Master of Real Estate Texas A&M University's Mays Business School.

Education

Harvard Business School Online– 2020

Certificates in Sustainable Business Strategy and Disruptive Strategy

Dallas Theological Seminary – 2014-2017

Master of Theology, MBTS

Class Rank: First

Recipient: The Chickasaw Nation Scholarship

Texas A&M University – 1998-1990

Master of Arts, Land Economics and Real Estate

Recipient: F. Grady Stebbins and Society of Real Estate Counselors Scholarships

Student Body President, LERE Association

Graduate Research Assistant, The Real Estate Center

Southwest Texas State University (Texas State) – 1982 – 1987

Bachelor of Arts, Urban Planning, Minor in Construction Management

Awards & Leadership

2019 Outstanding Christian Leader, The Hendricks Center for Leadership

2017 Champion of Excellence, lifetime achievement award, JLL

2015 Master of Corporate Real Estate (MCR), CoreNet Global (inactive)

2009 JLL Club, professional and service award

2006 Black Belt, American Taekwondo Association

Professional Overview

I cast the vision, led the team, and built the Firm's Integrated Portfolio Services business, which grew from \$19 to \$900 million over eleven years. As a Markets Executive team member with JLL, I lead strategic innovation. I have used agile principles to design and build an application suite - The JLL Tenant Experience - reducing the leasing process from months to minutes generating \$140 million in the Firm's most extensive service line.

As President of Occupier Services for JLL, I led Tenant Representation, Project Management, and Integrated Portfolio Services, with a 2018 revenue of \$1.6 billion and 4,100 professionals. In 2017, I sourced the acquisition of BRG, a global OP, MAC, and Technology company, contributing to JLL's number-one position in CRE technology consulting and IWMS. I serve on the Markets Strategy Committee (MSC), Brokerage Leadership Council (BLC), and Brokerage Executive Committee (BEC). I also served on the Corporate Solutions Americas Leadership Team (CSALT) and America's Digital Board.

I have global client relationships with USAA, AT&T, Citigroup, and Nokia. Currently, USAA includes a team of 120 professionals. Other client engagements include the delivery of facility management, transaction management, lease administration, and strategic advisory on a global scale. I started Stephen A Ramseur Consulting LLC in 2023.

Texas A&M University, Mays Business School, Master of Real Estate

Executive Professor

August 2021 – April 2022

I developed and taught the first course on innovation and *PropTech* in the program's history. I also teach the Capstone course in the Spring, which synthesizes the disciplines taught in the MRE with leadership principles.

Jones Lang LaSalle (JLL)

Chief Innovation Officer

February 2020 - Present

As CIO, I was responsible for 1) Growth, 2) Innovation, and 3) Sales. I led teams to identify, prioritize, develop, and launch new products and create new organizational capabilities to ensure a steady stream of innovations.

President – Occupier Services

January 2014 – February 2020

As head of our "Occupier" business, I oversaw Tenant Representation, Project Management, and Integrated Portfolio Services (IPS).

Executive Vice President

July 2008 – December 2013

As Executive Vice President, I was responsible for building and leading the Firm's focus on middle-market occupiers. I also led post-merger integration between the Markets and Corporate Solutions businesses.

The Staubach Company

Executive Vice President

December 2007 – July 2008

I led the effort to build Global Corporate Solutions. The Staubach Company merged with JLL in July 2008.

Cushman & Wakefield

Vice President

December 1990 – December 2007

When I started with C&W in 1990, I worked as an appraiser and tax consultant. I then moved to Dallas, where I was responsible for sales in the Eastern half of the US for Valuation Advisory Services. In 1998 I was tapped to lead the Firm's efforts across the Central Region. From then on, I worked with various departments, from rebuilding C&W's Corporate Solutions business to sales and account management for clients such as Nokia, NSN, Citi, and AT&T.

Select Speaking, Writing, and Teaching

Professional

Author/Speaker, Breaking New Ground, Shifting Views on Traditional Workplace Locations, Tierra Grande Magazine, Journal Publication 2359. (2022).

Author/Speaker, A Brave New Virtual World, Tierra Grande Magazine, Journal Publication 2352. (2022).

Author/Speaker, Flight to Quality, Retaining Talent in the Great Resignation, Texas Real Estate Research Center, Journal Publication 2338 (February 2022)

Author/Speaker, Addressing the Burnout, Loneliness, and Indifference Associated with Remote Work, Harvard Business Review (December 06, 2021).

Author/Speaker, Portfolio management and occupancy planning in a post-pandemic world, Corporate Real Estate Journal Volume 10, No 3 (April 2021).

Author/Speaker, Connecting Innovation and Sales for the Future with JLL's Steve Ramseur, The Chief Sales Officer (Fourth Quarter 2020).

Author/Speaker, How the Technology-Driven Real Estate Trend Will Outlast the Pandemic, D Magazine (2020).

Author/Teacher, Broker Know-How Series, JLL Continuing Education (2018- 2021).

Author/Speaker, Integrating Technology and Diversity at the Point-of-Sale, JLL Academy Keynote (2020).

Author/Teacher, Various Subjects, JLL Rookie/Broker Bootcamp (2016-Present).

Author/Speaker, The Nexus of the Digital and Physical Workplace, Boxworks Keynote (2018).

Author/Speaker, Disruption & the Impact of PropTech, JLL Academy Keynote (2018).

University Positions

Executive Professor
Texas A&M University, College Station, TX 2021 - Present

Adjunct Faculty
African College of Theology (ACT), Rwanda Fall 2019

Select Community & Civic Involvement

Current:

Wayside Chapel, Stone Oak Campus, San Antonio, Texas
Morgan's Wonderland (Gala Sponsor)
Respite Care of San Antonio

Previous:

Real Estate Roundtable, MRE (2010-2018)
Big Brothers Big Sisters of America (Sponsor)
Haven for Hope (Volunteer)
Children's Hunger Fund (Sponsor and Volunteer)

Social Impact Statement: Human flourishing through vocation.