



Alison Adams joined Suhrco in 2022 without having a background in property management, but a PHD in Customer Service! In her two years of working very closely with some of Suhrco's most experienced Association Managers, she has blossomed into one of our top managers, and is on track to obtain her CMCA designation in 2024. Having worked for the City of Seattle's Drainage & Wastewater Division (Seattle Public Utilities) as both a field worker and office personnel for 9 years followed by the SPU Water Dept, she holds a wealth of knowledge about city infrastructure and how to navigate city processes. Most recently, her background in insurance adds a level of confidence when reviewing policies and submitting claims. As for her PHD in Customer Service, for over 25 years, she has worked in both the public and private sector in just about every aspect of customer service and has come to realize we are serving people in everything we do. Her experience has taught her that honesty and transparency is paramount in every relationship and that problem solving is easy when we are actively listening to individuals and communicating clearly with one another. Her motto is: What we cannot do alone, we CAN do together!