

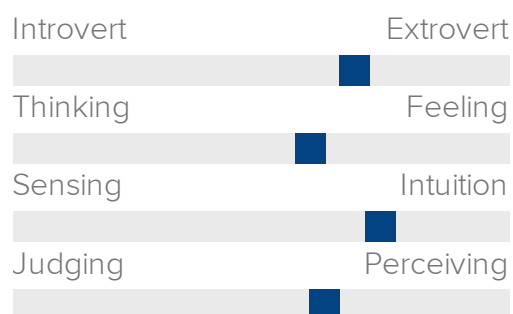
# Sarah Sole



*"It's not just about storage;  
it's about helping individuals  
and the business thrive."*

Age: **41**  
Work: **Single Site Manager**  
Family: **Single, 2 cats.**  
Location: **California**  
Character: **The Explorer**

## Personality



## Traits

Multitasking Active Listening Efficient Friendly

## Goals

- Latest & greatest software with simple UI/ navigation.
- Better tenant experience with online portal.
- Mobile friendly option/ Browser (versatility).
- Automatic EOD process.
- Accessible/ Reliable customer support.

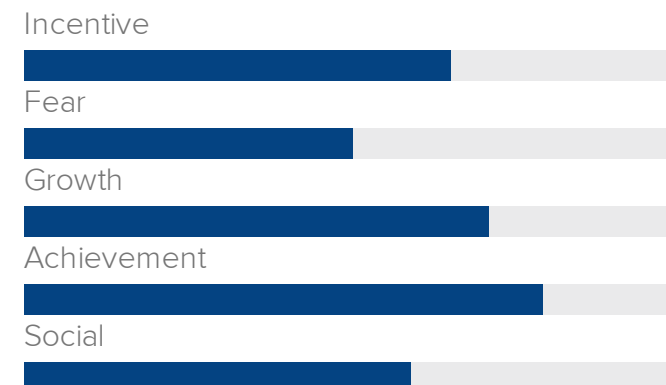
## Frustrations

- Work/ life balance.
- Abundance of manual work due to lack of automation.
- Lack of support.
- Inability to multitask.
- Unable to take multiple forms of payment (CC, ACH Google & apple pay, etc.).

## Bio

With over 10 years of experience in the Self-Storage industry, Sarah has developed a deep understanding of the needs and expectations of customers, making her a trusted resource for storage solutions. Driven by a passion for customer service, Sarah prides herself on providing exceptional experiences to tenants and ensuring their storage needs are met efficiently and effectively. Sarah possesses excellent organizational and multitasking skills, allowing her to efficiently manage day-to-day operations at the Self-Storage facility. From overseeing rentals and lease agreements to conducting facility inspections, she maintains a high level of professionalism and attention to detail in all aspects of her work. Additionally, Sarah is well-versed in utilizing modern Self-Storage management software systems to streamline administrative tasks, enhance security measures, and optimize facility operations. She continually seeks innovative solutions to improve customer experiences and meet industry standards.

## Motivation



## Brands & Influencers



## Responsibilities

