

Meet Kimberly Jones of Fortress Miami in Arts & Entertainment District



Kimberly Jones

August 2018

VoyageMIA

Today
we'd
like
to
introduce
you
to
Kimberly
Jones

Kimberly, can you briefly walk us through your story – how you started and how you got to where you are today.

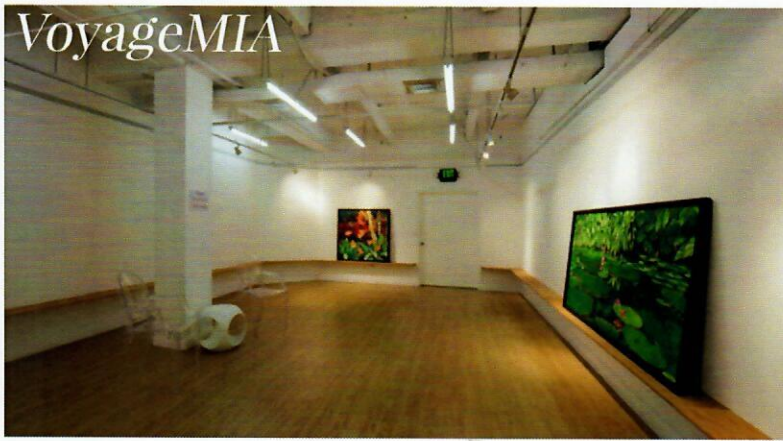
I was a young native of Miami when I started working at Fortress as an entry level customer service assistant. 35 years later and after wearing many hats, both in Miami and Boston, I am currently the Vice President of the Miami operation. With these many years of experience, I have also amassed an incredible knowledge of all the ins and outs of our industry and have an excellent reputation in addition to extensive business relationships and connections throughout the industry.

Great, so let's dig a little deeper into the story – has it been an easy path overall and if not, what were the challenges you've had to overcome?

I work in an ever-changing industry so personal knowledge, research and education are imperative. I continue to stay on top of the latest trends in the industry and evolve and grow with our market.

My biggest challenge was when I relocated to Boston to help start their service area of the business. As a native Floridian, the first winter was a real challenge! Luckily, I picked up snow skiing as a weekend hobby and it helped





tremendously, but I never quite got used to those Northeast winters, so luckily I was able to return to Florida.

Alright – so let’s talk business. Tell us about Fortress Miami – what should we know?

Fortress provides storage and related services for fine art, designer furniture, and luxury items.

Our founders are collectors and saw a real need for art storage 35 years ago. Air-conditioned storage facilities didn’t even exist at the time. Miami and South Florida have always held large and important collecting communities where valuable and significant artworks are faced with various environmental concerns. They chose Miami as their first facility so that they could literally build a “FORTRESS” to withstand the toughest weather and climate issues. They were true visionaries and they succeeded. We were providing art storage before anyone even knew what art storage was!

Fortress is unique because we are the pioneer of this industry. While we are a national vendor with locations in Miami, New York, and Boston, we remain a boutique-style provider that is laser-focused on providing excellent client service. We have longevity in our staff that is unheard of in this day and age: a combined 150+ years of at-Fortress service and experience.

Although we just celebrated our 35th anniversary, we still treat every client with hand-held care as if they were our first client. We are experts in our field, often asked to speak at seminars and other informational events. We provide real and feasible solutions drawn from our years of experience. Our facilities provide the safest environment for preservation because of their unique design and features. There is a reason why all of the major art insurance companies recommend Fortress as the best choice for storing their clients’ collections.

My job is to manage every facet of the Miami business from networking to operations to ensure that our clients and their needs are taken care of with nothing short of exceptional personal attention. I would say that our collection of hundreds of client testimonials is only one small example of our success in that goal, but we don’t take our success lightly. We are always striving to be better at what we do.

Is there a characteristic or quality that you feel is essential to success?

My organizational skills have certainly been a huge asset to my success. In my industry, you must be on top of your game and able to juggle numerous tasks at once. Many of our projects are time sensitive with many moving parts.

Being organized also means that you are responsive, timely and accurate – all extremely important in any industry, but mine especially. It doesn’t hurt that I’m also a perfectionist. I have a sign in my office that reads “Perfection is our goal, excellence will be tolerated”,