

SAM SMITH

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EXPERIENCED FACILITIES AND OPERATIONAL MANAGEMENT SUPERVISOR

Safety & Regulatory Compliance/Project Planning & Coordination/Vendor Relations & Support

PROFESSIONAL SUMMARY

A solutions-focused Facilities and Operational Management Supervisor offering widespread industry training and extensive facility maintenance, construction coordination, and project management experience in corporate environments. Results-driven individual with strong qualifications in safety and regulatory compliance, customer and vendor relations, personnel management, and cost containment. A skilled communicator, leader, and performer able to successfully prioritize workflow, field and resolve issues, manage multiple and concurrent projects and responsibilities, and meet and exceed challenging goals. A team-builder and player demonstrating a high-level of accuracy and thoroughness; accustomed to working under fast-paced, time-sensitive conditions and interacting effectively with all levels of sub-contractors, vendors, suppliers, and key internal/external stakeholders. Exceptional interpersonal, analytical, and troubleshooting skills. Superior written, oral, and technical aptitude.

CORE COMPETENCIES

- *Safety/Regulatory Compliance*
- *Vendor Sourcing & Selection*
- *Risk Management/Avoidance*
- *Capital Improvement Projects*
- *Construction Coordination*
- *Project Leadership/Execution*
- *Staff Supervision/Training*
- *Cost Productivity/Containment*
- *Quality Assurance Standards*
- *Records/Data Administration*
- *Operational/Facility Management*
- *Contract/Rate/Price Negotiation*
- *Budget/Resource Administration*
- *Process/Procedure Development*
- *Materials/Inventory Coordination*

DESIGNATIONS

- Facilities Management Professional (FMP)

CERTIFICATIONS

- Basic Life Support (BLS) Instructor Certification (First Aid, CPR, AED) • Healthcare Provider Certification
- Heartsaver First Aid Certification (Including Environmental Emergencies)

PROFESSIONAL AFFILIATIONS

- International Facility Management Association (IFMA) • National Facilities Management and Technology (NFMT)

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

Dec. 2007 - Present

Facility Supervisor

Directed the design, planning, construction, and maintenance of a 30K square foot facility for the main office and training center of a leading global packet-optical networking corporation.

- Managed day-to-day operations and provided for the safety and security of employees including HVAC, mechanical, janitorial, electrical, plumbing, security/access control, fire system, and life safety operations; maintained 24-7 on-call availability for building emergency situations and responded calmly and promptly to all requests.
- Facilitated and administered annual budgets in excess of \$1.75M; approved all expenditures and invoices and worked in tandem with the Finance Department to review accounts payable and monthly accruals.
- Established and enforced safety and regulatory procedures; administered company compliance with safety regulations, coordinated annual fire drill evacuations, and developed processes for emergency situations.
- Managed vendor relationships; selected, monitored, and measured vendor and service provider compliance and handled all financial, purchase order, and contractual dealings.
- Served as a liaison between internal customers and internal/external service groups on all projects slated to impact the facilities infrastructure.
- Coordinated facility build-out projects; developed layout drawings, selected furniture, scheduled contractors, and managed expense budgets for new equipment and furniture.
- Scheduled work and reallocated manpower as necessary; ensured timely completion of maintenance work orders and reviewed assignments for overall quality and effectiveness.
- Supervised front desk staff; provided leadership in the resolution of day-to-day operational and administrative problems and coordinated back-up phone coverage.

PROFESSIONAL EXPERIENCE (CONTINUED)**Selected Accomplishments:**

- Promoted three (3) times throughout company tenure.
- Oversaw numerous capital improvement projects including a 20K square foot office interior/exterior remodel/upgrade; coordinated the temporary office re-location of 125 cubicles and eight (8) meeting rooms.
- Consistently increased productivity, reduced costs, and streamlined processes and procedures.
- Served as a key member of the ABC Company Activities Planning Committee.

Basic Life Support (BLS) Instructor (Aug. 2008 - Present)

- Traveled to North American offices to train First Aid/CPR/AED skills to first responders.
- Processed paperwork, produced reports, and maintained accurate records.

Selected Accomplishments:

- Recipient, Going Beyond Award for initiating the FA/CPR/AED instructor certification process.
- Consistently received positive reviews on over 150 evaluations from company first responders.

ABC Company**Any Town, USA****May 2006 - Jul. 2008****Store Manager**

Directed all aspects of business operations for a nationwide ink and toner retailer; leveraged a combination of client relations, business development, inventory control, bookkeeping and operating experience.

- Provided exceptional service to the public; greeted customers, handled incoming telephone lines, answered inquiries, and managed point of sales services and cash flow.
- Recruited, trained, and managed staff; provided leadership by creating a collaborative and results-oriented environment and trained on all processes and operating models.
- Scheduled work hours; planned staff schedules to ensure adequate manpower coverage.
- Direct responsibility for accounting functions; oversaw payroll, balanced register at store opening and closing, and prepared profit and loss statements for store owner.

Selected Accomplishments:

- Proven track record in outstanding communication, customer service, ethics, compliance, leadership, and personal performance.

EDUCATION

Associate of Arts Degree in Business Administration
Spokane Community College, Spokane, Washington

SPECIALIZED TRAINING

- Basics of Effective Communication ▪ Conflict Intervention ▪ Creating and Maintaining Life Balance
- Office Management/Administration ▪ Quality Management Systems ▪ Zig Ziglar Motivational Series

CONFERENCES

- National Facilities Management and Technology (NFMT) Conference

TECHNICAL ADDENDUM/SOFTWARE KNOWLEDGE

- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook, Visio
- Archibus ▪ Lotus ▪ Oracle ▪ Service Now ▪ Social Media ▪ WordPerfect

References Furnished Upon Request