**Areas of Expertise**

* Change Management
* Contract Negotiations
* Cross-Functional Collaboration
* Customer Service
* Facilities Management
* IT Troubleshooting
* MS Office Suite
* Operations Management
* Process Improvements
* Program Management
* Project Management
* Problem Solving
* Relationship Development
* Strategic Planning
* Training & Onboarding

**Career Highlights**

**OpenSquare, Seattle, WA November 2019-July 2020**

**MAC Program Supervisor**

* Developed, trained, and coached Project Coordination team to establish, maintain and enhance team performance
* Managed the tracking of all orders, assessed coordinator workload distribution, identified potential efficiencies and improvements
* Set and lead team meetings as well as participated in construction meetings and client directed meetings to ensure active follow through of activities and process implementation
* Served as a point of escalation for the coordination tickets, responded as appropriate and kept senior managers appraised and informed as circumstances require

**CBRE, (FOR MICROSOFT ACCOUNT) Redmond, WA October 2007 – July 2019**

**Facilities (IFM) Support Center Program Manager**

* Compiled monthly and quarterly metrics reports, evaluated support center actions in relation to quality and productivity KPIs and service standards
* Managed to Service Level Agreements
* Managed customer experiences across all support channels, interacted directly with customers to provide resolution and satisfaction
* Vendor account management full spectrum from RFP’s to day to day relationship management
* Achieved $30K cost savings from successful negotiations with uniform vendor, reducing contract buyout costs from $45K to $15K
* Developed, reconciled, and maintained budgets
* Created Purchase Requisitions and Purchase Orders for services, purchase orders, reconciled with invoices
* Collaborated on the development, training, and implementation of two major Computerized Maintenance Management System (CMMS) transitions, transferring all aspects of one CMMS to another
* Temporary building (1 year) Facilities Manager, shadowed other FM’s, Red Vector FM certification
* Worked closely with Environmental Health and Safety team, was Chair for General Safety Team, Chair on Committee for Tools and PPE

**CORESTAFF, (FOR MICROSOFT ACCOUNT) Bellevue, WA February 2007-October 2007**

**Bank Administrator**

* Controlled more than 900 global bank accounts to include account openings and closings, and signature changes
* Generated monthly scorecard metrics reports for Treasury Department, ensuring accurate and complete documentation
* Collaborated with cross-functional teams to create strategy and roadmaps for effective account management
* Initiated process improvements such as development, testing, and implementation of innovative bank administrative tool

**DMX MUSIC, Seattle, WA January 2005 – December 2006**

**Project Coordinator**

* Coordinated multiple sound system installation and upgrade projects in retail spaces throughout the U.S., to include scheduling sub-contractors and negotiating labor rates
* Maintained knowledge of products, services, client needs, and technical requirements in effort to achieve customer satisfaction
* Cultivated strategic relationships with internal and external stakeholders, facilitating seamless project processes
* Applied exceptional communication skills to successfully manage installations with consistency and profitability.
* Received “Customer First” awards for outstanding customer service

**Education & Community Involvement**

**Bachelor of Arts, Political Science**

University of Washington—Seattle, WA

**Spinnaker Bay Condominium HOA Board, President** (2017 - 2018)

**Technical Proficiencies**

**MS Office Suite 2019, MS Word, Excel, JDE, Power Point, Visio, Outlook, OneNote, SharePoint, OneDrive, Power BI, Maximo, 360 Facilities, Dynamics 365, Skype, Teams, CHIME, Remedy, Mobile devices**