

Bilbo Baggins

XXXXXXXX

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[@btheshire](#)

Miami, FL



PROFESSIONAL SUMMARY

Bilbo is an executive leader with 12 years' experience managing complex commercial development programs through long-term strategizing, short-term problem solving, continuous improvement, and the development of skilled teams. He is passionate about applying engineering practices to business and programmatic problems; in doing so he's been able to create an additional \$1.7M in YTD gross profit (170% growth) through implementing innovative business initiatives.

EXPERIENCE

Director of Project Operations – T&T Construction | Orlando, FL | Mar 2020 – Present

- Directs the Orlando based Project Management (PM) business for T&T; his team owns PM deliverables across 11 active projects; supporting customers like Facebook, Google, and large general contracting firms
- Promoted into the Director position in Mar'2020, and immediately proceeded to implement a series of Continuous Improvement Initiatives (CII) to streamline the PM business: by leveraging CII's Bill was able to increase the PM department from four employees to 14, contributing to an EOY revenue increase from \$27M in 2020 to \$56M in 2021
- Established Key Performance Indicators (KPIs) for the PM business and utilized dashboards to track monthly deliverables
- Completed a 600,000 sqft datacenter in Newton County, GA for Facebook: installation began in Jan'2020 and was completed on schedule in Sep'2020 despite challenges presented by COVID-19; as a result, T&T was awarded two additional datacenter contracts from the same customer worth an estimated \$80M.
- Created a weekly PM Development group to begin educating and developing new PM employees: weekly sessions included targeted productivity training; software skill-building sessions, and internal/external resource education
- CII approach resulted in a 170% increase in Atlanta office gross profit from 2019 to EOY 2020, despite 75% of the PM team being newly employed; Gross profit is again projected to increase by an additional 200% through EOY 2021
- Leveraged Microsoft Teams to revamp the standard onboarding process for new PM employees; including centralized training documents, mentoring, and actions logs. Improved the onboarding experience for new hires 47%.
- Instituted an employee feedback initiative for the PM department (Working Genius Assessment); made organizational adjustments with project teams based on results to address weak spots in culture, teamwork, and performance
- Created 13 new COVID-19 policies allowing for remote work, and flexible hours for the entire staff that prioritized safety

Project Manager - Huff Company | Houston, TX + Atlanta, GA | Sep 2012 – Mar 2020

- Responsible for leading a variety of project teams consisting of six or more members, spread across multiple continents
- Managed commercial construction projects from start to finish: Contract negotiation, change orders, budgets, schedules, resources, stakeholders, close-out negotiations, and subcontractors; Projects ranged from \$100k to \$20M
- Maintained 100% customer satisfaction over a four-year period, while simultaneously balancing three or more projects

EDUCATION & CERTIFICATIONS

Bachelor of Science, Industrial & Systems Engineering

North Carolina State University, College of Engineering, Minor in Biology – Raleigh, North Carolina

Certification, IT Project Management

Georgia Institute of Technology, College of Computing – Atlanta, Georgia

Certification, Project Management Professional (PM)

Project Management Institute (PMI) – Harrisburg, PA

SKILLS & INTERESTS

Skills: Conflict Management Coach, Asana, Figma, SQL, Negotiation, Project Planning, Systems Engineering

Interests: Outdoor Activities (Camping/Hiking), Fatherhood, Exploration in the name of great food