

Lorraine Nue

8

4 pages

From: Cyrus Palmer <cyruspalmer9+6sb@indeedemail.com>
Sent: Saturday, July 11, 2015 8:08 PM
To: Church Office
Subject: Application from Cyrus Palmer for Buildings & Ground Supervisor, Washington, DC
Attachments: Cyrus_Palmer.pdf



Cyrus Palmer applied to the job Buildings & Ground Supervisor in Washington, DC on Indeed

- Reply to this email to contact Cyrus Palmer via Indeed, or contact at: cyruspalmer9+6sb@indeedemail.com | (202) - 309 - 1824

Cyrus Palmer

Maintenance Technician

cyruspalmer44@yahoo.com | (202) - 309 - 1824
Hyattsville, MD 20784

Work Experience

Lead Maintenance Technician

Willism C. Smith - Washington, DC
November 2003 to Present

Lead maintenance and on-call technician for 204 unit apartment complex; supervised porters and maintenance technicians; screened and interviewed applicants; coordinated work schedules and prepared time-sheets; conducted housing inspections and prepared units for HUD housing code requirements; managed office in the absence of Office Manager which included opening office, answering phones, collecting rent and assigning work tickets

Maintenance Technician

Rochell Apartments - Capitol Heights, MD
April 2009 to July 2009

General maintenance for apartment complex of 250 units; installed and repaired HVAC systems; painted; replaced floors; cut grass and other outside maintenance duties; completed duties to prepare for apartment turnovers; ordered supplies

Maintenance Supervisor

Glenarden Apartments - Glenarden, MD
June 2005 to April 2009

Supervised maintenance technicians and porters; managed maintenance budget; ordered supplies and tracked inventory; coordinated and scheduled contractors and vendors for special maintenance needs and repairs

Maintenance Technician

Lake Arbor Apartments - Largo, MD

September 2004 to June 2005

Provided general plumbing, electrical, and HVAC installation and repairs; prepared apartments for turnover with punch out duties, cleaning, repairs, and replacements; ordered supplied and tracked inventory; maintained daily appearance of interior building, apartments, and grounds

Maintenance Technician

Tobias Henson Apartments - Washington, DC

June 2002 to November 2003

Independently performed maintenance duties for 63 unit complex; performed general plumbing, electrical, and HVAC units; maintained daily appearance of building apartments and grounds

Maintenance Technician

Auburn Manor Apartments - Riverdale, MD

March 2001 to June 2002

Maintained two apartment buildings with a total of 500 units; provided general maintenance duties including plumbing, heating, carpentry, drywall, flooring, and painting at both complexes

Property Manager

D Street Apartments - Washington, DC

January 1996 to March 2001

Managed 4 unit property for private owner; oversaw all maintenance and management of property; screened prospective tenants, performed background checks; managed upkeep and appearance of property and grounds; contracted vendors for special services

Education

bell voc - Washington, DC

1974 to 1977

You received this email because Cyrus Palmer applied to your job on Indeed or an Indeed partner site. By replying, you agree that this email will be processed and analyzed according to Indeed's [Cookie Policy](#), [Privacy Policy](#) and [Terms of Service](#). Contact Indeed with any questions.

[Indeed](#) · 1000 1st St., Ste. 1750, Austin, TX 78701

Cyrus Palmer

Maintenance Technician

Hyattsville, MD

cyruspalmer44@yahoo.com - (202) - 309 - 1824

WORK EXPERIENCE

Lead Maintenance Technician

Willism C. Smith - Washington, DC - November 2003 to Present

Lead maintenance and on-call technician for 204 unit apartment complex; supervised porters and maintenance technicians; screened and interviewed applicants; coordinated work schedules and prepared time-sheets; conducted housing inspections and prepared units for HUD housing code requirements; managed office in the absence of Office Manager which included opening office, answering phones, collecting rent and assigning work tickets

Maintenance Technician

Rochell Apartments - Capitol Heights, MD - April 2009 to July 2009

General maintenance for apartment complex of 250 units; installed and repaired HVAC systems; painted; replaced floors; cut grass and other outside maintenance duties; completed duties to prepare for apartment turnovers; ordered supplies

Maintenance Supervisor

Glenarden Apartments - Glenarden, MD - June 2005 to April 2009

Supervised maintenance technicians and porters; managed maintenance budget; ordered supplies and tracked inventory; coordinated and scheduled contractors and vendors for special maintenance needs and repairs

Maintenance Technician

Lake Arbor Apartments - Largo, MD - September 2004 to June 2005

Provided general plumbing, electrical, and HVAC installation and repairs; prepared apartments for turnover with punch out duties, cleaning, repairs, and replacements; ordered supplies and tracked inventory; maintained daily appearance of interior building, apartments, and grounds

Maintenance Technician

Tobias Henson Apartments - Washington, DC - June 2002 to November 2003

Independently performed maintenance duties for 63 unit complex; performed general plumbing, electrical, and HVAC units; maintained daily appearance of building apartments and grounds

Maintenance Technician

Auburn Manor Apartments - Riverdale, MD - March 2001 to June 2002

Maintained two apartment buildings with a total of 500 units; provided general maintenance duties including plumbing, heating, carpentry, drywall, flooring, and painting at both complexes

Property Manager

D Street Apartments - Washington, DC - January 1996 to March 2001

Managed 4 unit property for private owner; oversaw all maintenance and management of property; screened prospective tenants, performed background checks; managed upkeep and appearance of property and grounds; contracted vendors for special services

EDUCATION

bell voc - Washington, DC
1974 to 1977

Lorraine Nue

9

3 pages

From: rstratton372@gmail.com <jobs@washingtonpost.com>
Sent: Saturday, July 11, 2015 2:47 PM
To: Church Office
Subject: Application submitted from Washington Post Jobs by Robert Stratton for Buildings & Ground Supervisor - Status: Emailed
Attachments: Robert's New Resume 2015.docx

The following application has been submitted from Washington Post Jobs

Candidate name: Robert Stratton
Candidate email: rstratton372@gmail.com

Job title: Buildings & Ground Supervisor
Job link: <https://jobs.washingtonpost.com/job/36010482/buildings-and-ground-supervisor/>
Employer: St. Paul's Episcopal Church
Application date: 7/11/2015
Resume file: Robert's New Resume 2015.docx

Other information:
Cover Letter : N/A

The Washington Post, 1150 15th St. NW, Washington, DC 20071

Robert N. Stratton Jr.
8210 Dixon Avenue Silver Spring, MD 20910
(202) 468-5504
rstratton372@gmail.com

Profile: In a safe, efficient, professional manner I have performed various tasks related to Unarmed Security Services. Experienced with a background in security practices, policies and procedures, controlled access and customer service.

Summary of Qualifications

- Great interpersonal, communication skills both written and oral.
- Knowledge of building security procedures
- Sound knowledge of law enforcement policies
- Familiarity with building access control systems
- Skilled in writing incident reports
- Ability to provide security independently or in groups
- Strong ability to identify safety hazards and handle emergency situations effectively.
- Proficient in the following computer software: Microsoft Word and Excel.

Education & Credentials

- GED Diploma, Maryland State Board of Education, 2006
- Diploma, Freelance Writing, Penn Foster College, PA - 4/2010
- Microsoft Office, Certification Level 1- 6/2010

PROFESSIONAL EXPERIENCE

**Diligence Home Improvement
Contractor & Laborer**

12/2006 – April 2015

Moved furniture for moving companies, private jobs, moving and hauling trash, and a general laborer for varies construction sites. Load and unload building materials and move materials towards working areas. Remove debris and trash at construction sites using wheelbarrows and other equipment, and clean up spills. I was also responsible for loading, unloading, furniture along with household goods. Carefully and efficiently wrap and pack household goods to prevent damage while moving. I also assembled and disassembled furniture. I was also responsible for driving the moving trucks to destination.

**City Security Consultants, Inc. Washington, DC
Campus Security Officer**

12/2004 – 12/2006

Provided security services to several Howard University campus facilities; checked identification, signed in students & visitors. Monitored and performed rounds, and monitored security cameras to ensure safety and security of facilities and personnel. Lock and unlock College buildings, doors, classrooms; provide visitors, faculty and staff with information and directions to campus buildings and classrooms and off campus areas; report suspicious persons, activities or safety hazards found during tour of duty; maintain accurate records and logs of activity; respond to complaints and make preliminary investigations. Answer alarms and disturbances. Contact Police, Fire & Rescue in case of an emergency following established college emergency procedures.

U.S. Security Associates, Falls Church, VA
Bank Security Officer

5/2004 – 12/2004

Monitored and secured banking facilities which include: observing customers and visitors activities. I enforced bank and building policies and procedures. Monitored surveillance equipment; inspecting building, equipment, and access points; permitting entry. Observe perimeters and attentiveness towards any suspicious activity. I maintained accurate records of hourly activity.

Volunteer Experience

Catholic Charities, Washington, DC
Custodial Worker

2010-2010

I worked as a custodial worker for the Volunteer Work Program at Catholic Charities. I maintained the cleanliness and upkeep of the general areas under supervision. I also exercised excellent customer service skills.

Lorraine Nue

#10 2 pages

From: barry.ector.be@gmail.com <jobs@washingtonpost.com>
Sent: Saturday, July 11, 2015 1:09 PM
To: Church Office
Subject: Application submitted from Washington Post Jobs by Barry Ector for Buildings & Ground Supervisor - Status: Emailed
Attachments: Barry Employment Letter.pdf

The following application has been submitted from Washington Post Jobs

Candidate name: Barry Ector
Candidate email: barry.ector.be@gmail.com

Job title: Buildings & Ground Supervisor
Job link: <https://jobs.washingtonpost.com/job/36010482/buildings-and-ground-supervisor/>
Employer: St. Paul's Episcopal Church
Application date: 7/11/2015
Resume file: Barry Employment Letter.pdf

Other information:

Cover Letter : My goal,

To foster a professional work environment and make sure all assignments are completed in a timely and accurate manner !

The Washington Post, 1150 15th St. NW, Washington, DC 20071



To Whom It May Concern:

Barry Ector has been employed as a general contractor since March of this ye
is \$30.00tt.

Roger Somerson

221.1706

Lorraine Nue

11

2 Pages

From: Tballenger4428@yahoo.com <jobs@washingtonpost.com>
Sent: Saturday, July 11, 2015 8:33 AM
To: Church Office
Subject: Application submitted from Washington Post Jobs by Tyran Ballenger for Buildings & Ground Supervisor - Status: Emailed
Attachments: T.BallengerEditedResume2.docx

The following application has been submitted from Washington Post Jobs

Candidate name: Tyran Ballenger
Candidate email: Tballenger4428@yahoo.com

Job title: Buildings & Ground Supervisor
Job link: <https://jobs.washingtonpost.com/job/36010482/buildings-and-ground-supervisor/>
Employer: St. Paul's Episcopal Church
Application date: 7/11/2015
Resume file: T.BallengerEditedResume2.docx

Other information:

Cover Letter : To hiring manager my name is Tyran Ballenger. I have been in Building & Grounds for 15 plus years as my attached resume reflects. I would like to further this position. My contact Information email tballenger4428@yahoo.com and cell 240-766-9062 Regards Tyran Ballenger

The Washington Post, 1150 15th St. NW, Washington, DC 20071

TYRAN BALLINGER

Tballenger4428@yahoo.com

OBJECTIVE

6558 Zoysia Court
Alexandria, VA 22313
(703) 401 5873

To secure a position that will allow me to utilize my leadership, supervisory and team building skills within the building maintenance, housekeeping and facilities management environments.

WORK EXPERIENCE

Janitorial Supervisor,

The Wilburn Company, Linthicum Heights, MD

September 2008- March 2011

- Supervised 14 employees and trained in proper janitorial cleaning
- Conducted monthly safety training for all employees
- Maintained and forward payroll to project manager
- Procured supplies, inspected of facility, stripped, waxed floors and shampooed carpets
- Provided customer service with all levels of management at the site

Facility Manager,

ABM Janitorial Services, Ashburn, VA

September 2006 – July 2010

- Oversaw daily cleaning of three top security areas at Verizon compost
- Cleaned meetings, restrooms, break rooms, and pantry areas
- Stripped, waxed floors and shampooed carpets
- Trained new employees
- Procured supplies, maintained equipment and escorted vendors in building

PAR Logistics Officer, Coordinated deliveries with logistical personnel to support PCWare customers

CACI International, Chantilly, VA

September 2004 – September 2006

- Received all incoming computer hardware in support of PCWare
- Used various receiving databases in support of receiving hardware
- Communicated with numerous vendors and sales representatives to address discrepancies in shipping documents and products
- Coordinated as necessary with Procurement Officers and Customer Service
- Personnel in resolving disputes and trouble reports

Deputy Assistant Manager,

SSI Services, Falls Church, VA

August 2002 –September 2004

- Oversaw daily custodial operations of CIA Headquarters
- Managed a team of 125 custodial staff members
- Responsible for 1.5 million dollar budget
- Procured supplies and trained employees

Assistant Director of Housekeeping (PART-TIME)

Prince George's Hospital, Cheverly, MD

November 2002 – December 2004

- Supervised weekend operations of housekeeping staff
- Implemented and trained staff on bed tracking system
- Responded to complaints on general employment issues

Director Housekeeping,

Andrews Air Force Base, Suitland, MD

May 2000 – June 2001

- Responsible for daily operations of housekeeping staff of 75
- Prepared annual budget, processed payroll, recruited new staff
- Mediated labor disputes and advised employees on general employment issues

Lorraine Nue

#12 4 pages

From: Darrell Prather <darrellprather6+x68@indeedemail.com>
Sent: Thursday, July 16, 2015 12:11 PM
To: Church Office
Subject: Application from Darrell Prather for Buildings & Ground Supervisor, Washington, DC
Attachments: Darrell_Prather.pdf



Darrell Prather applied to the job [Buildings & Ground Supervisor in Washington, DC](#) on [Indeed](#)

- Reply to this email to contact Darrell Prather via Indeed, or contact at: darrellprather6+x68@indeedmail.com | 240-893-1941

Darrell Prather

maurice.prather9@gmail.com | 240-893-1941
Bowie, MD 20720

To gain specialized skills and expand knowledge base.

Work Experience

Montgomery County Public School

Building Service Work - Burtonsville, MD
July 2013 to Present

Maintaining a healthy and safe environment for occupants of building including by performing tasks related to, among other things:

- Maintenance and renovation of floor surfaces
- Providing a clean/healthy environment in residence hall bathrooms, public restrooms and athletic locker rooms;
- Carpet care including, new carpet installations, and cleaning of carpet floor covering;
- Replacing light bulbs and washing/cleaning light fixtures;
- Providing key service to buildings, classrooms, lecture rooms, etc.;
- Collecting waste materials;
- Ordering cleaning supplies; and
- Providing landscaping and snow removal for school campus.

Assistant to the Executive Chef and Sous Chef

Half Note Lounge - Bowie, MD

January 2010 to May 2013

As the Assistant to the Executive Chef and the Sous Chef my responsibilities included:

- Hiring, firing and supervising a staff of 11 cooks and dishwashers;
- Setting staff schedules;

- Ordering food and maintaining a purchasing budget of more than \$20, 000 per week;
- Assuring that all food safety and OSHA (Occupational Safety and Health Act) regulations were followed; and
- Providing catering services for private and special events.

Stockroom Manager and Sales Representative

DTLR - Downtown Locker Room

March 2011 to May 2012

Annapolis Mall, Forrestville and Capital Center Boulevard
March 2011 - May 2012 (Part-time employment)

Provided customer service and, as a Stockroom Manager, responsible for shipping, receiving, and stocking merchandise.

Sales Representative

Finish Line

June 2009 to February 2010

Provided customer service; helping choose the shoes of their desire and size.

Education

Bowie High School

June 2009

You received this email because Darrell Prather applied to your job on Indeed or an Indeed partner site. By replying, you agree that this email will be processed and analyzed according to Indeed's [Cookie Policy](#), [Privacy Policy](#) and [Terms of Service](#). Contact Indeed with any questions.

[Indeed](#) - One Source, Inc., 17301 N. Capital of Texas Hwy., Building B, Austin, TX 78731

Darrell Prather

Bowie, MD

maurice.prather9@gmail.com - 240-893-1941

To gain specialized skills and expand knowledge base.
Authorized to work in the US for any employer

WORK EXPERIENCE

Montgomery County Public School

Building Service Work - Burtonsville, MD - July 2013 to Present

Maintaining a healthy and safe environment for occupants of building including by performing tasks related to, among other things:

- Maintenance and renovation of floor surfaces
- Providing a clean/healthy environment in residence hall bathrooms, public restrooms and athletic locker rooms;
- Carpet care including, new carpet installations, and cleaning of carpet floor covering;
- Replacing light bulbs and washing/cleaning light fixtures;
- Providing key service to buildings, classrooms, lecture rooms, etc.;
- Collecting waste materials;
- Ordering cleaning supplies; and
- Providing landscaping and snow removal for school campus.

Assistant to the Executive Chef and Sous Chef

Half Note Lounge - Bowie, MD - January 2010 to May 2013

As the Assistant to the Executive Chef and the Sous Chef my responsibilities included:

- Hiring, firing and supervising a staff of 11 cooks and dishwashers;
- Setting staff schedules;
- Ordering food and maintaining a purchasing budget of more than \$20, 000 per week;
- Assuring that all food safety and OSHA (Occupational Safety and Health Act) regulations were followed; and
- Providing catering services for private and special events.

Stockroom Manager and Sales Representative

DTLR - Downtown Locker Room - March 2011 to May 2012

Annapolis Mall, Forrestville and Capital Center Boulevard

March 2011 - May 2012 (Part-time employment)

Provided customer service and, as a Stockroom Manager, responsible for shipping, receiving, and stocking merchandise.

Sales Representative

Finish Line - June 2009 to February 2010

Provided customer service; helping choose the shoes of their desire and size.

EDUCATION

Bowie High School
June 2009

Lorraine Nue

#13

4 pages

From: lester_spivey@yahoo.com <jobs@washingtonpost.com>
Sent: Sunday, June 14, 2015 10:07 AM
To: Church Office
Subject: Application submitted from Washington Post Jobs by Lester Spivey for Buildings & Ground Supervisor - Status: Emailed
Attachments: Employment.docx

The following application has been submitted from Washington Post Jobs

Candidate name: Lester Spivey
Candidate email: lester_spivey@yahoo.com

Job title: Buildings & Ground Supervisor
Job link: <https://jobs.washingtonpost.com/job/35912415/buildings-and-ground-supervisor/>
Employer: St. Paul's Episcopal Church
Application date: 6/14/2015
Resume file: Employment.docx

Other information:

Cover Letter : I would like to apply for the Building and Ground Supervisor position with your company. I have over 20 years of experience in the Building Services industry. My experience includes maintaining class A buildings for occupancy, which include repair, maintenance, housekeeping and grounds maintenance. While your industry requirements include services that involve HVAC Units, Electrical, use of powered equipment both gas & electrical, I am not a licensed contractor in any of those trades. What I bring is vast amount of knowledge and experience in managing total care of all types of facilities, that have included hospitals, Government Buildings and College Campus. Providing me with this opportunity will allow my skills to ensure that your facility is a safe, well maintained and comfortable environment for all end users, staff and customers alike.

Please review my attached application, this is only a small sample of the many technical skills I could bring to your company. Thank you for this opportunity, I look forward to a confidential interview to further discuss this opportunity.

Lester Spivey
443.766.4300lspivey@yahoo.com

The Washington Post, 1150 15th St. NW, Washington, DC 20071

Lester Spivey
6593 Quiet Hours #101
Columbia, MD 21045
Email: lester_spivey@yahoo.com
443-766-4300 Cell

General Manager with extensive experience in facilities management services, skilled in federal and state requirements for safety & health. Excellent background in facility maintenance, custodial services, staff scheduling, account management including budgets. I am experienced in setting and achieving project performance goals for major organizations.

Work Experience

Project Manager

Didlake Inc.

January 2013 to Present

- Manage daily housekeeping operations in 1.7 million square ft government facility
- Responsible for work order completion
- Quality control inspection & reporting
- Payroll completion
- Employee hire & evaluations
- Staff training, inventory management
- Daily housekeeping operations
- Snow removal operations
- Contract compliance
- Periodical scheduling

Project Manager

Integrity National Corporation - Rockville, MD

August 2011 to January 2013

- Daily Operations of Janitorial Contract in Healthcare Facility
- Responsible for work order completion
- Quality control inspection & reporting
- Payroll completion
- Employee hire & evaluations
- Staff training, inventory management
- Janitorial Operations of a Federal Facility

Assistant Project Manager

Chimes - Washington, DC

January 2011 to August 2011

- Manage daily housekeeping operations in 1.5 million square ft government facility
- Responsible for work order completion
- Quality control inspection & reporting
- Payroll completion
- Employee hire & evaluations
- Staff training, inventory management
- Daily housekeeping operations

Loan Originator

Equity Mortgage Lending LLC - Owings Mills, MD

June 2009 to August 2010

Mortgage Originator-

- Generate/negotiate loans to individuals
- Top five in dollar production
- Increased sales team numbers by 20%
- Established relationships with realtors

Lester Spivey
6593 Quiet Hours #101
Columbia, MD 21045
Email: lester_spivey@yahoo.com
443-766-4300 Cell

Director of Environmental Services

Integracare / Rexford Place - Lanham, MD
February 2008 to June 2009

- Managed daily operations of Environmental Services Department, housekeeping & maintenance
- Responsible for work order completions, OSHA & NFPA compliance
- Development of preferred vendor listing, department budgets, staff training, employee safety manual & training
- Development of staff schedules, inventory management system, invoicing

General Manager 1 - Senior Services

Sodexho - Baltimore, MD
September 2006 to February 2008

- Managed daily operations of Environmental Services Department for Senior Services facility.
- Senior most person in account, supervise staff of 17 housekeepers & laundry personnel.
- Administrative & Human Resources duties including staff training, benefits, and payroll & evaluations.
- Developed and implemented all project work related to corporate initiatives.

Shift Supervisor

Montgomery College - Takoma Park, MD
September 2005 to September 2006

- Handled all aspects or building services/custodial work related to appearance, cleanliness of campus buildings.
- Supervised staff on 10:00pm-6:00am shifts, with assignments for project work and routine custodial services.
- Developed and implemented detailed specifications related to service standards for daily, monthly etc.

Multi - Trades Supervisor

University of Maryland - College Park, MD
March 2005 to September 2005

- Managed building services staff within the facilities maintenance department, over 700,000 square feet of cleanable space
- Supervised and completed more than 50 projects during tenure.
- Recommended and implemented new training procedures for facility staff on all aspects of floor care, bathroom detailing and service schedules

Quality Control Inspector

CleanNetUSA - Columbia, MD
November 2004 to March 2005

- Managed franchise agent accounts in custodial services, facility inspections, franchisee training and customer service.
- Recommended and implemented programs for vendor retention, improvements increased revenue
- Direct management of housekeeping operation at multiple sites
- Operations manager of more than 2 million square ft. of cleanable space
- Training of housekeepers and franchise practices and procedures
- Profit & loss development for vendor operations

District Sales Manager

George S. May International - Park Ridge, IL
February 2003 to November 2004

- Presentation of management services.
- Managed 9 sales representatives in three state regions.
- Implemented training course for new recruits - speeding profitability.

Sales Representative

ADT Security Services - Gaithersburg, MD
April 2002 to February 2003

- Performed needs analysis for prospective clients.
- Increased territory sale by 15%.
- Expanded market share to include partnership with major developers

Lester Spivey
6593 Quiet Hours #101
Columbia, MD 21045
Email: lester_spivey@yahoo.com
443-766-4300 Cell

Facility Manager

Community Vision, Inc - Silver Spring, MD
June 1995 to April 2002

- Managed all custodial & maintenance services
- Developed training in building services, custodial & maintenance
- Established training partnership programs with local colleges

District Manager

PCF Inc

March 1996 to November 2000

- Managed Circulation of major newspaper DC/MD region
- Supervised more than 20 independent contractors
- Account maintenance and data analysis

Education

OSHA Compliance Certification
ISSA 2013

Labor Management

Sodexo University
2006 to 2007

Electronic Engineering & Minor Business Law
University of Maryland - College Park, MD
1978 to 1980

Mechanical Drafting & Design

Prince Georges Community College - Largo, MD
1976 to 1978

Skills

Microsoft Office, Windows and Internet applications

Additional Information

Windows operating systems, Microsoft Office, Access, Excel, Oracle,

Lorraine Nue

14

6 pages

From: phillip knight <phillipknight23@gmail.com>
Sent: Friday, July 17, 2015 8:46 AM
To: Church Office
Subject: Buildings & Ground Supervisor
Attachments: Knight Phillip Resume 2015.doc; ATT00001.htm; cover letter.docx; ATT00002.htm; Philip Knight LOR.pdf; ATT00003.htm

Phillip
Knight

7220 Patterson Street

Lanham,
Maryland

(202)550-
5385

To Whom It May Concern:

Being able to assist others and fulfill a company's leadership needs has been my goal since the beginning of my career. My work history has inspired me to look for the opportunity to fill certain positions that have been advertised on-line. I am confident my background and experience can help me be an asset to your department in a very short time.

From past experiences and education, I have acquired experience with maintenance, building industry and in customer service. I am a detail-orientated, energetic person who has strong educational and leadership skills, has experience with project management tools, and the ability to work well with people from all walks of life.

Accepting challenges is the foundation of my life experiences and something I do with confidence. You will find me to be a totally committed individual that takes pride in preparing detailed specifications, providing timely and accurate reports of project progress and outcomes. As you can see from my resume, I thrive in a busy atmosphere that values many different tasks, the opportunity to work with people, the satisfaction of meeting deadlines, and the chance to excel in any situation given. I have also proved to possess strong interpersonal, technical and non-technical skills.

I would enjoy the opportunity to talk with you about how I can help your company with its needs. You may call me at your convenience at 202-550-5385. I look forward to hearing from you. Thank you in advance for your consideration.

Sincerely,

Phillip Knight

Enclosure

Phillip Knight

Environmental Services Manager - Sodexo/MedStar Montgomery Medical Center

Lanham, MD

phillipknight23@gmail.com - (202) 550-5385

Results-oriented Environmental Services Manager accustomed to effectively performing in a fast-paced, challenging environment, including the application of best practices in the coordination and supervision of teams to ensure compliance with safety and quality standards.

Authorized to work in the US for any employer

WORK EXPERIENCE

Custodial Assistant Project Manager

CW Resources, Inc. - Washington, DC - September 2014 to Present

Responsibilities

- Oversee and coordinate daily environmental services activities and special projects, including:
 - Plan, direct and coordinate snow removal efforts for three federal government locations, including the Department of Defense Mark Center, the Library of Congress, and the Department of Homeland Security Headquarters at the new St. Elizabeth West Campus, within prescribed timeframes and budget parameters
 - Successful management resulted in revenue of \$1.2 million favorable to budget
 - Negotiate the purchase of operational equipment, such as vehicles and heavy machinery, as well as hazardous materials; and monitoring equipment and product inventory for efficiency and quality control
 - Manage human resources to foster teamwork, strong work ethic and high quality performance, including:
 - Lead staff of as many as sixty full-time and contractual employees, including individuals with mental and intellectual disabilities
 - Oversee staff scheduling, payroll and work assignments to ensure appropriate shift coverage and adherence to budget
 - Ensure safety of employees by training on, and monitoring proper use of, products and equipment in conformance with U.S. General Services Administration standards, as well as other applicable health and safety policies and procedures
 - Communicate with management to provide timely updates on daily activities and special projects, including:
 - Meet regularly with Project Manager and Vice President to provide written and oral status reports
 - Provide nightly written status reports to Project Manager
 - Submit data, summaries, and incident reports to Project Manager, Purchasing Manager and Vice President as needed

Accomplishments

Successful management snow removal that resulted in revenue of \$1.2 million favorable to budget.

Environmental Services Manager

Sodexo/MedStar Montgomery Medical Center - Olney, MD - February 2012 to Present

Allocate work to associates within the department and inspect assignments to assure conformance standards of cleanliness, including the following:

- Assist supervisors of other departments in resolving housekeeping issues or concerns
- Make periodic reviews of existing schedules, processes, procedures, and make recommendations to ensure efficient and effective use of equipment and supplies
- Maintain staff schedules by payroll period and coordinate appropriate coverage of work areas

- o Ensure availability of working equipment and supplies
- o Respond to patient and staff complaints to ensure satisfaction
- o Effectively utilize resources within established budget and notify leader of anticipated variances
- Ensure all assignments are completed in a professional and timely manner by carrying out the following:
- o Inspect assigned work areas to ensure compliance with established procedures
- o Monitor and document findings per scheduled basis
- o Maintain cleaning, project, and training records of Environmental Services associates
- o Conduct routine inspections throughout the facility to ensure cleaning excellence
- Manage human resources to assure quality service and promote positive employee relations, including:
- o Maintain effective and appropriate staffing by monitoring employee turnover, overtime, and absenteeism
- o Complete performance evaluations for associates within established timeline throughout the MedStar performance management cycle
- o Collaborate with human resources on the recruitment and selection of qualified candidates, in accordance with policies, guidelines, and applicable laws
- o Develop performance goals with each associate to promote productivity, proficiency, and professional growth for all staff
 - Assure delivery of quality service in accordance with the Joint Commission and other regulatory agency standards
 - Participate in inter-departmental teams and committees and provide information/knowledge acquired to department members

Operations Manager

Crothall/Holy Cross Hospital - Silver Spring, MD - September 2010 to February 2012

- Reviewed new products and made suggestions to upper management to help with staff efficiency
- Implemented weekly staff meetings to receive staff input of how to provide better customer service
 - Established and annually reviewed standards and work procedures for all housekeeping staff
 - Planned work and staffing schedules and areas of work to ensure adequate services are rendered
 - Assisted in the hiring process; interview, hiring and training of new associates
 - Oriented, developed and supervised all supervisory/housekeeping staff
 - Conducted regular inspections and provided recommendations to the facility
 - Provided monthly reporting of goals, accomplishments and future plans, including staff education and training
 - Coordinated external services (i.e. Pest Control, Window Cleaning, Medical and Solid Waste, Document Destruction, and Recycling program)

Patient Access Associate/Medical Records Technician

Howard University Hospital - Washington, DC - September 2008 to September 2010

- Scheduled and confirmed patient's diagnosis, appointments, and medical consultations
- Compiled and recorded medical charts, reports, and correspondence using personal computer
 - Answered telephones, greeted visitors and directed to appropriate staff
 - Received and routed messages and documents such as laboratory results to appropriate staff
 - Interviewed patients to complete documents, case histories, and forms such as intake and insurance forms
 - Researched and updated financial and demographic data
 - Maintained medical records, correspondence files, retrieved authorization for surgical procedures
 - Operated office equipment such as voicemail messaging systems, word processing and other software
 - Transmitted correspondence and medical records by mail and fax
 - Trained temporary medical receptionist workers
 - Prepared correspondence and assisted physicians with preparation of reports, articles and conference proceedings

Patient Access Facilitator

George Washington University Hospital - Washington, DC - March 2007 to September 2008

Facilitated registration process through the attainment of demographic and financial information via face-to-face registration

- Maintained complete and accurate accounts to ensure data base integrity and timely claims processing
- Provided customer service with respect to explaining general hospital policies related to registration, co-payments, referrals, pre-authorizations and deductibles
- Registered patients, including interviewing patients via face-to-face registration and accurately entering demographics and financial information into the hospital's registration system
- Analyzed current processes & made recommendations that were innovative and cost effective

Drivers License Agent

Motor Vehicle Administration - Beltsville, MD - May 2005 to March 2007

Issued drivers' licenses, photo identification cards, and Administered driver's license examinations to Maryland residents

- Conducted standard driver's license tests to determine fitness of applicants for driver's licenses
- Administered vision screening and knowledge tests in accordance with standard procedures utilizing appropriate testing devices
- Assisted agency in implementing a new recycling program in the local office

EDUCATION

High School Diploma

Friendly High School - Fort Washington, MD
June 2003

SKILLS

Excellent written and oral skills, Microsoft Office (Word, Excel, Power Point, Outlook), Lawson, Talent Manager, SITEL

ADDITIONAL INFORMATION

SPECIAL SKILLS

Skills: Excellent written and oral skills, Microsoft Office (Word, Excel, Power Point, Outlook), Lawson, Talent Manager, Si• Sodexo Equal Employment Opportunity & Affirmative Action Training For Managers

MedStar Health Certificate of Training Of DOT Hazardous Material and Security

MedStar Health Certificate of Training Of Hazardous Waste Generator Training

MedStar Health Good to Great Manager Training



MedStar Montgomery Medical Center

Dear Sir,

Philip Knight has worked in the Environmental Services Department since before my arrival at Medstar Montgomery Medical Center. I would recommend him without qualification for increased levels of responsibilities.

As Director of Facilities I have worked closely with Philip during adverse conditions such as soiled water pipe breaks, construction renovation projects and Philip has always cheerfully come through to quickly and effectively lead his employees in containment and control of these situations. His quick response has had a major beneficial aspect in that the faster the response the less collateral damage occurs. Phillip truly shines in these circumstances.

The other aspect is Phillips ability to plan and execute detailed projects in a very competent manner. During a planned soiled pipe replacement project occurring over 6 weeks, Philip was an integral part of the planning process and when the time to execute the actions came, he performed flawlessly and his actions allowed the hospital to continue providing services to staff and patients throughout the project without interruption.

Philips mature cheerful manner and dedication to the hospitals mission is always evident. It is my pleasure to recommend Philip Knight for advancement.

A handwritten signature in black ink that appears to read "T Blount".

Thomas Blount CHFM, BA
Director Facilities Services
Medstar Montgomery Medical Center