

OPERATIONS MANAGER

Professional Profile

Experienced Operations Manager and strategic planner possessing a solid understanding of property management, accounting, business practices, fiscal analysis, financial reporting, construction, mechanical systems, and safety and environmental programs. Excels at building teams and fostering an environment that is conducive to change, productivity, and constant improvement.

Highlights

- Public policy background
- Data collection and analysis
- Expert in Pegasys financial system
- Expert in Acquisition Software systems
- Extensive background in Property Management
- Technical background in electronics and mechanical systems
- Experienced Team member on major projects and construction
- Experience in Personnel matters of a sensitive and difficult nature
- Knowledge of Suite of Planning Tools, Chatter, Groups, Individual Development Plans and other Salesforce applications.
- LEED Certification for two buildings in Round one of National Effort
- Actively utilize Employee Viewpoint Surveys to affect change and improve workplace climate and employee satisfaction
- Effective at implementing new programs, policies, and procedures
- Extensive experience and understanding of how the many program areas within GSA work together and inter-relate
- Sponsor for Regional Waste Diversion Team 2014
- Utilize gPM and ePM in the course of project execution
- Utilize RETA, Asset Business Plan, OA Tool, and other applications in PBS Portal

Experience

Operations Manager

February 2008 to Current The Hertz Corporation 1/4 Downers Grove , IL

Salary: 99,264 USD per year.

Hours per week: 40.

Series: 1101 Pay Plan: GS Grade: 13

Supervisor: Timothy Hile - 757-441-6914

Prior Supervisor: Stephen D. Miller - 412-973-3688

Oversee program areas in the field office that require experience and knowledge and are essential to effective operations, efficient operations and customer satisfaction. Able to work across business lines with regards to projects and property management as I have deep understanding of how all divisions of GSA inter-relate within a project or program area. Experience in contributing to and directing the activities of projects and programs in the following disciplines: Design, Construction, Building Management, Space Planning, Leasing, Procurement, Safety, Environmental Management, and Project Management. Developing projects from differing budgets within GSA funds is another area in which I have vast experience. We work with several budget accounts: Budget Activity 61 (Building Operations), Budget Activity 54 (Basic Repair and Alterations), Budget Activity 80 (Non-recurring Work Authorization - Reimbursable Projects), Budget Activity 55 (R&A Line Item Projects-Energy Projects), Budget Activity 53 (Rental of Space), and Budget Activity 63 (Energy Rebates). Over the past few years, we have had to work with limited budgets and make funding decisions based on priority and necessity. Some of these are difficult decisions and need to be decided in a team environment where parties from all disciplines can lend their expertise to the decision.

Trained and continue to train many GSA employees within the Pittsburgh Field Office. Served as trainer and mentor or participated in the training as supervisor for 10 or more employees. The program areas for these employees cover a range of disciplines to include: Business Manager, Budget Technician, Procurement Technician, Lease Manager, Property Manager, Administrative Assistant, Construction Control Representative and other related areas. Have completed mid-year and annual appraisals for six to seven employees each year. Through constant communication, both written and oral, the employees receive performance feedback on a continuous basis. Ensure that employee appraisals have written comments in each critical element, summary comments, and training requirements documented. Performance is based on how well the employee executed their duties as compared to performance plan criteria. Written documentation is clear as to expectations for continued or improved job performance.

Guide a staff of property managers responsible for all facets of facility management programs at their respective sites. Employ the use and knowledge of Federal Acquisition Regulation, Code of Federal Regulations, OSHA Regulations, and GSA Policy and directives when supervising employees. There are five federally owned properties that are within my realm of responsibility and supervision. Two are located in the downtown Pittsburgh area that comprise in excess of 1.5 million square feet. There is a federal complex in Erie and two small Social Security Buildings that are also federally owned and under my supervision. There are both ongoing mechanical and custodial needs at the buildings as well as daily customer and tenant needs. Other areas of extreme importance to the Operations Manager are those of Building Operating Equipment and

Security and Safety. Building systems that are under our control and management are: Heating Ventilation and Air Conditioning Equipment, Fire Control and Alarm Systems, Electrical Distribution from the vault to Power Distribution Panels (both emergency and standard), Plumbing, Intrusion Detection Systems, Card Key Access Systems, and Elevators.

Oversee and supervise the operation of approximately 100 federally leased properties in and around the Pittsburgh and western Pennsylvania area. This involves the ongoing supervision of property managers that conduct periodic inspections and manage their leased locations through utilizing the Lease Management Desk Guide and Lease Contract.

Prior to consolidation of the Business and Acquisition programs, I provided oversight for both program areas for several years to include annual budget submittals, monthly Status of Funds analysis, Procurement Work flow and assignment, and approving official for simplified acquisitions. Typical field office budget managed was approximately \$17 million. Worked closely with the Business Manager to ensure that funds were obligated and expended in the proper functional category. Serve as a field office team member on regional projects to include construction, lease renewals, new lease build out or construction, and renewing or renegotiating service contracts. Led the effort to convert recurring contracts from annual obligations to the Limited Obligation of Government Authority (LOGO). This effort lasted for more than a year and required changes to all recurring contracts. The responsibility to implement LOGO was assigned to my team in the field office. This required us to work closely with regional contracting officers to accomplish the change to each recurring contract.

Challenges faced as an Operations manager include unique situations that require much time and effort to resolve. One example of a unique situation follows. The US Courthouse in Pittsburgh has an indoor firing range that is utilized by the US Marshals service. The firing range is large, interior to the building and adjacent to parking for the Courts employees. This unique location requires annual and monthly maintenance and cleaning to keep conditions safe for both those that use the range and all building tenants. Funding for cleaning the range ceased in November of 2012. It was decided in consultation with the US Marshals service to close the range due to high lead levels well beyond what is allowable and safe. Safety to life and preservation of property is always paramount when making these types of decisions. Communication with the US Marshals service and regional support employees was essential to moving forward towards resolution of the range status. It was decided to present both costs to keep the range open and costs to return the space to GSA. At this time (2015) they are moving towards closing the range. A Federal Occupational Health assessment was done on the range. The criteria for the assessment was the GSA Policy "Indoor Firing Range Design, Operations and Maintenance Criteria" dated April 12, 2012. The numerous recommendations for changes and upgrades to the range play a key role in the decision to close the range. I was instrumental throughout this entire process by providing data, reports, feedback to regional team members, estimates, and serving as liaison with headquarters and local US Marshals Service contacts.

New to the agency over the past two years is the Federal Buildings Personnel Training Act (FBPTA). This effort is aimed at evaluating and enhancing the knowledge of Property Managers and others that play a direct role in public building management. There is an assessment tool that I use to document, track progress, and plan for the training needs of those that I supervise. A related tool also new to GSA is the Enterprise IDP (Individual Development Plan) tool that allows employee to present long term goals, short term goals, and training needs to their supervisor for approval. The Building Owners Management Institute (BOMI) has courses and program certifications that fulfill the majority of FBPTA requirement. I encourage employees to take these courses and pursue BOMI certification.

Property Manager

March 2007 to February 2008 Jvm Group 1/4 Lisle , IL

Salary 70,702 USD per year

Hours per week: 40

Series: 1176 Pay Plan GS Grade 12

Supervisor: Stephen D. Miller 412-973-3688

Maintained the William S. Moorhead Federal Building in Pittsburgh, PA as property manager. Conducted oversight of the daily maintenance and operations of the building. Duties for property management are wide and varied. Common duties are custodial oversight, mechanical oversight, tenant relations, customer service, emergency response, utility usage monitoring, asset management in conjunction with regional team, and Contracting Officers Representative for recurring and non-recurring contracts at Level II Certification.

In the course of my duties as a building manager, I participated on project teams developing statements of work, schedules and milestones, and cost estimates as needs were identified.

A major prospectus project took place at the Moorhead federal building from 2003 to 2009. During this project, I participated in all aspects and phases that include planning, tenant interface, tenant needs interviews, relocations, acquisition of move services, furniture and installation needs, and security services. I supervised, managed, and led the field office team that interfaced with the regional team on this effort. Environmental concerns were an issue during this renovation whereas asbestos abatement was accomplished in almost all areas of the building. This required working closely with the Industrial Hygienist in the planning, containment, removal, disposal and air monitoring to ensure tenant safety. Tenant moves for most building tenants included swing space and permanent relocation. Law enforcement agencies were moved from the building to leased space or new lease construction. As new building operating equipment was installed, maintenance requirements changed. This required the team to attend commissioning of equipment, collection of Operations and Maintenance manuals, inclusion on the preventative maintenance schedule, and employee training as needed.

Business Manager

May 2002 to March 2007 Pinnacle Technical Resources Inc 1/4 Greenville , SC

Salary: 56,927 USD

Hours per week: 40

Series: 1101 Pay Plan: GS Grade: 12

Supervisor: Stephen D. Miller - 412-973-3688

Administered an annual operating budget in excess of \$15 million for the field office. Annually, I composed and submitted the field offices Operating Budget Request. This was a complex document that required review of all contracts and expenditures anticipated for the next two fiscal years. Escalations to contract values, adjustment to contract values, written justifications for any new or unusual budget requests and any item escalation that exceeded the consumer price index. The following items must be reviewed and requested on an annual basis for the following two fiscal years: One-time cleaning requests, One-time Maintenance Requests, Space Changes in common or joint use areas, Cafeteria/Concessions equipment, One-time services, Security Requirements, Workload Changes that would result in an increase or decrease of occupied space, Repairs funding, Personnel on-boarding and off-boarding, and Recurring Contract projections for cleaning, maintenance, and utilities. Approved and tracked funding for all Simplified Acquisition procurements both beneath and above the micro purchase threshold up to \$150,000. Worked with many budget activities in addition to the operating budget. Funded Reimbursable, Maintenance, and Repair and Alterations projects through various budget allowances. Reviewed monthly Status of Funds to ensure that all procurements were recorded correctly and obligated against the correct funding. Reviewed and certified monthly open items reports to ensure that open obligations, expenses, or accruals were valid. Served as field office liaison to the regional budget group.

Education

MBA : Business Administration , 2002 Duquesne University 1/4 City , State , USA

GPA: GPA: 3.72

Credits Earned: 60 Semester hours

Emphasis on Finance and Management

Relevant Course Work:

- Business Administration
- Economics for Managers
- Organizational Financial Control Management
- Accounting Environment of Business
- Financial Accounting
- Organizational Behavior in Management
- Business Problems I and II
- Intro to Total Quality Management
- Classical and Contemporary Management
- Training and Development of Organizational

Communication

-Seminar in Advanced Real Estate Topics.

None : Real Estate Licensing , 1999 Community College of Allegheny County 1/4 City , State , USA

Pittsburgh, PA.

GPA: GPA: 4.00

Completed two courses in the Real Estate field to better prepare me to work as a Realty Services Specialist for GSA. Classes completed were Real Estate Fundamentals and Real Estate Practices. Total Credits earned GPA: 4.00

Bachelor of Arts : Professional Studies , 1995 Duquesne University 1/4 City , State , USA

Bachelor of Science degree achieved in 1995. GPA 3.77

Major field of study was business course in the Duquesne University Saturday College program. Approximately 90 credits were transferred from various colleges attended throughout my military enlistments. Saint Leo College, Sumter Area Technical College, and University of Maryland are colleges I attended while serving on active duty.

Job Related Training

- Sharing in a Collaborative Environment 2015
- Direct Pay/Certified Invoice Training 2015
- OSHA General Industry Safety and Health 2014
- OSHA Construction Safety and Health 2014
- Lease Enforcement Training 2014
- FY 2014 Records Management 101
- FY 2014 Advanced Records Management 102
- Lease Management Training 2014
- Penn State Facility Infrastructure Fundamentals 2012
- Generators and Emergency Power, Pittsburgh, PA. Maintenance - - - Training Association of America Certification Test completed. (2007)
- Understanding Air Conditioning and Refrigeration Systems, Pittsburgh, PA.
- Maintenance Training Association of America Certification Test completed. (2007) -Ladder Drawings, Schematics, and Diagrams. Pittsburgh, PA.
- Maintenance Training Association of America Certification Test completed. (2007)
- EPA Certified Universal Refrigerant Technician

Awards

2013 Philadelphia Federal Executive Board Excellence in Government Awards Program - Silver Medalist in the category of Supervisory Achievement.

2013 Pittsburgh Federal Executive Board Excellence in Government Awards Program - Bronze Medalist in the category of Supervisory Achievement.

2010 - Award for 25 years of government service

Level 5-Outstanding Performance evaluation for past 6 years and performance awards tied to this rating.

Medals and Awards during military enlistments in the United States Air Force:

Air Force Commendation Medal

Air Force Outstanding Unit Award w/1 Oak Leaf Cluster

Air Force Good Conduct Medal w/1 Oak Leaf Cluster

Air Force Overseas Long Tour Ribbon

Air Force Longevity Service Award Ribbon

NCO Professional Military Education Graduation Ribbon

Air Force Training Ribbon

Skills

Business Skills: Financial Accounting, Procurement, Business writing, Computer software programs (Excel, Word, Access, Power Point), Budget and funds management, Economics, Conflict Resolution and Customer Service.

Technical Skills: Experience as a technician that included basic electronics and electrical systems, Heating Ventilation and Air Conditioning, Electrical power generation, Hydraulics, Plumbing and Water Management, and Workplace Safety.

Teaching/Training - taught Real Estate Licensing Law at a Community College part time. Train numerous interns and journeyman level employees at GSA.

Personal Information

Hobbies and personal interests:

Reading - favorite author is Jodi Picoult

Knitting - belong to a knitting club in Monongahela, PA.

Photography - enjoy photographing nature and animals

Avid Pet Owner - have an affinity for animals, own and care for several cats, a dog, and several aquariums.