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## **Senior Manager / Facilities & Security**

*Innovative, results driven Real Estate and Facilities Management Professional with 20+ years of experience in progressively responsible positions, and proven achievements in all aspects of facilities and real estate management, new construction, and tenant improvements, specifically within mission-critical environments.*

### **PROFILE:**

- Skilled in total project management; including building, office, financial (credit union), and data center/call center design and set-up, security protocol, disaster recovery, facilities spec's., new construction, renovation, space planning, landlord/tenant relations (multiple sites/multiple states), 3<sup>rd</sup> party vendor/contractor relations, procurement measures, PM programs, asset allocation – as well as all environmental, health, and safety issues.
- Extremely focused on identifying and analyzing potential problem areas, minimizing issues, then formulating and executing competent, creative, and cost effective solutions.
- Demonstrated expertise in implementing cost containment measures, including preventative maintenance, employee safety programs and energy conservation programs – all focused on the bottom line.
- Demonstrated expertise in strategic planning, organizational development, team building, staff enhancement, and customer service.
- Excellent communication, interpersonal, leadership, negotiation and motivation skills that allow for effective interaction with all levels of staff, peers, internal clients, community leaders, and executive management.
- Dynamic team player with the ability to consistently provide high-level, systematic standards of performance.

### **PROFESSIONAL EXPERIENCE:**

**CSAA/AAA – NCNU IIB, Glendale, AZ**

**7/2006 – 6/2013**

#### **Regional Facilities Manager/Coordinator**

Managed Facilities and Real Estate operations for 30+ sites in five states (500,000+ ft<sup>2</sup>), including aspects of Security, EH&S, Risk Analysis, Office Services, and Mailroom Departments. Consulted with LOBs to ensure their space planning, personnel growth, and equipment requirements to build out areas to meet these needs; including employee box moves, furniture reconfigurations, infrastructure deployments, and equipment moves. Managed data center, contact center, and office space build-outs totaling more than 400,000 ft<sup>2</sup>, working closely with outside consultants, contractors, architects, and 3<sup>rd</sup> party vendors. Managed all mission-critical systems within the Tier III data centers – including UPS, ATS, PDU, emergency generators, TVSS, CRAC, fire detection/suppression (VESDA), and proximity/biometric access systems. Managed aspects of physical operations and security (\$8.5M operating budget), including; 3<sup>rd</sup> party vendor selection, landlord/tenant relations, tenant improvements, cabling/wiring, food service, janitorial, and direction of EH&S, FEAT, security, and safety functions all within a 24/7 environment.

- Directed build-out of \$12M, 6,000+ ft<sup>2</sup> Tier III data center (3 months, start-to-finish) – including all mission-critical systems, including: electrical, mechanical, structural, and fire systems – in effort to consolidate all corporate-wide data centers to the Phoenix area – including Phoenix co-lo's. Balanced electrical and cooling systems to assure adequate capacity and distribution for electrical and cooling systems. No impact to clients.
- Directed complete remodel of cafeteria (\$3.8M CIP budget), bringing entire building up to current codes.
- Managed build-out and expansion activities of Glendale, Oklahoma City, and Las Vegas contact centers, as well as closing and decommissioning activities of centers and district offices in Phoenix, Utah, and Nevada.
- Project management for projects ranging from 350T chiller replacement, cooling tower replacement, 200,000+ ft<sup>2</sup> build-outs, and district office refresh activities.
- Directed aspects of emergency preparedness/disaster activities – implementing emergency procedures, and coordinating with local, state, and county agencies for emergency response and disaster recovery. Managed FEAT Teams, training, and activities – providing a reliable employee resource during building emergencies.
- Coordinated all operating permits and reporting to local, county, and state agencies regarding facility operation, including ADA, ADEQ, Group 3 HazMat Assessment, EPA, Maricopa County Emissions, ADOSH, OSHA 300 & 301, Worker's Compensation, and Maricopa County Trip Reduction Program.

**First Health Group Corp./Coventry Health, Phoenix, AZ****8/2003 – 5/2006****Manager, Facility/Real Estate Services – Data Center Operations**

Managed Facilities, Real Estate, Security, EH&S, Office Services, and Mailroom Departments of 42,000 ft<sup>2</sup> data center and 250,000+ ft<sup>2</sup> contact center. Consulted with business units relative to their space planning, personnel growth, and equipment requirements to build out areas to meet these needs; including furniture reconfigurations, colleague moves, infrastructure deployments, and equipment moves. Managed and coordinated technical and design specifications for data center and contact center build-out, working closely with outside consultants, architects, and 3<sup>rd</sup> party vendors. Managed all mission-critical systems within the data center (five 9's – 99.999% uptime) – including UPS, ATS, PDU, emergency generators, TVSS, CRAC, fire detection/suppression, and proximity/biometric access systems. Directed all aspects of physical operations and security (\$4.5M operating budget), including; 3<sup>rd</sup> party vendor selection, landlord/tenant relations, tenant improvements, cabling/wiring, food service, janitorial, and direction of EH&S, security, and safety functions (24/7).

- Directed build-out of data center and 1,200+ seat call center - with respect to electrical, mechanical, structural, and fire systems – in preparation for the consolidation of other data centers to the Phoenix area. Balanced electrical and cooling systems to assure adequate capacity and distribution for electrical and cooling systems.
- Managed installation of power (225 kVA PDU's/800 kVA UPS's) and cabling (CAT6 and 50μ fiber) for data center build-out for new network LAN/SAN installation. Oversaw \$12.5M capital budget for build-out.
- Managed/maintained critical systems for data centers in multiple sites in multiple states; including expansion.
- Formalized and published Data Center standards and procedures for all mission-critical systems within the data center – maintaining full 100 percent up-time of all powered systems. Provided regular status reports and capacity metrics (capacity, load, BTU, etc.).
- Managed activities and operations of 10 Phoenix PD Officers providing Data Center security, as well as design/spec. of physical security and life/safety systems and development of security, EH&S and DR policies.

**Suntron Corporation, Phoenix, AZ****6/1999 – 8/2003****Manager, Facilities/Maintenance/IT/Security**

Managed Facilities, Maintenance, IT and Security Departments for 16 acre, 150,000 ft<sup>2</sup> electronics contract manufacturing facility, employing 1,400+ employees. Directed all aspects of facilities, maint., IT and security/EHS operations; including facility layout, data center infrastructure/environmental controls, 3<sup>rd</sup> party vendor contracts, space planning and personnel growth, building renovation, furniture configurations, facility and equipment maintenance, PM scheduling, buildings and grounds, custodial, landscaping, direction of emergency response team, EH&S and security operations. Supervised 33 direct employees and 15 subcontract employees within the Facilities and Security Departments. Managed annual operating budget of \$5.1 million. Responsible for corporate security and safety, as well as providing training relevant to security, EH&S, safety, and OSHA regulations. Maintained on-call status 24/7 to respond to critical incidents and emergencies.

- Coordinated initial build-out, set-up, and move-in of 120,000 ft<sup>2</sup> manufacturing and administrative operations (1,400+ employees) in multiple buildings and sites, maintaining a construction budget of \$4.3 million. Assured adherence to applicable building and safety regulations by all employees and contractors.
- Coordinated build-out, renovation, and move-in of additional 30,000 ft<sup>2</sup> subsections of remaining buildings – including Corporate Offices and Credit Union operations, maintaining a construction budget of \$1.4 million.
- Managed build-out and operations of Data Center to support Corporate Offices and all AZ locations.
- Coordinated all operating permits and reporting to local, county, and state agencies regarding facility operation, including ADA, ADEQ, AFP, ARRA, Group 3 HazMat Assessment, EPA, Maricopa County Emissions, ADOSH, OSHA 300 & 301, Worker's Compensation, and Maricopa County Trip Reduction Prog.

**Honeywell – Air Transport Systems, Phoenix, AZ****6/1980 – 6/1999****Manufacturing Engineering: Facilities Layout/Support**

Responsible for various product lines and processes, including layout and design, with respect to entire factory layout, in terms of security, safety, ergonomics, ADA, and adherence to applicable regulations and codes. Responsible for eliminating hazardous chemicals and procedures used in the manufacturing process.

- Directed various aspects of facilities operations – including buildings and grounds, facility layout, contractor scheduling, janitorial, equipment repair and calibration, factory ESD compliance to Industry standards, chemical and material acquisition/storage/disposal, and site health and safety.
- Facilitated the relay layout and construction, utilizing AutoCAD, of approximately 40% of existing production floor space. Incorporated ergonomic and ADA accommodations, which led to more efficient layouts of production areas. Provided Facilities support including layout, resource allocation, and budgeting.
- Directed Corporate-wide ESD Engineering Resource Council, providing uniformity of ESD standards, control methods, testing, certification and materials. This Team comprised approx. 50 engineers from 15 Divisions.

**EDUCATION:**

University of Phoenix, Phoenix, AZ  
**MBA / Technology Management** – GPA 3.85 / 4.00  
University of Phoenix, Phoenix, AZ  
**Bachelor of Science Degree / Business Management** – GPA 3.96 / 4.00  
National Association of Radio and Telecommunications Engineers, Medway, MA  
**Certified Engineer**  
Glendale College, Glendale AZ  
**AAS / Electronic Engineering Technology** – With Honors  
Phoenix College, Phoenix, AZ  
**AAS / Biomedical Engineering Technology** – With Honors  
OSHA Training – Hazardous Waste Operations and Emergency Response, Phoenix, AZ  
**40-Hour HAZWOPER Certification**

**PROFESSIONAL:**

**7x24 Exchange (Facility Management of Mission Critical Enterprises)** / Member  
**DCMS/AFCOM (Data Center Management Society)** / Member  
**International Facilities Management Association (IFMA)** / Member  
**American Society For Quality (ASQ)** / Member  
**Nat'l Association of Radio and Telecommunication Engineers (NARTE)** / Member  
**National EOS/ESD Association** / Member  
**Arizona ESD Association** / Board of Directors/Member – Past Vice-President  
**Washington Elementary School District (WESD) – Facilities Council** / Member  
**Boy Scouts of America** – Assistant Scoutmaster / **Eagle Scout 1976**.

**SKILLS:**

Microsoft Office Suite, Microsoft Project, AutoCAD LT, Datastream MP2 (CMMS Software Package), SoftWrench/Maximo (CMMS Software Package), Northwrite (CMMS Software Package), Archibus (CAFM Software Package), GageTrak (Calibration Tracking Software Package), Remedy Helpdesk (Call Tracking Software)  
Very strong written and verbal communication skills

Prior certifications: Basic Fire Fighting, EMT II, ALEOAC Peace Officer Cert. I & II, and Emergency Response