

ROY PIERCE, FMP

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FACILITIES DIRECTOR / PROPERTY MANAGER

AREAS OF EMPHASIS: MAINTENANCE, SECURITY, EMPLOYEE & BUDGET MANAGEMENT

Facilities Director with more than 20 years of experience seeking a new opportunity. Extensive experience overseeing the daily operations and maintenance of 50 office locations throughout the state of Arizona. Well-developed skills overseeing all aspects of facilities including Maintenance Management, HVAC, Landscape Services, Janitorial, Fleet Management, Security Management, Budget Management, Financial and Security Product Procurement, Installation and Delivery, Project Management, Inventory Management, Vendor Selection/Management, Accounts Payable, Staff Supervision, and System Layout and Design. Dedicated leader with excellent communication skills and a proven track record of success training and leading technical staff, overseeing construction and remodeling projects, and identifying and implementing cost-saving solutions to facilities management processes and procedures.

AREAS OF EXPERTISE

Facilities Management Project Management Security Systems Layout/Design	Maintenance, Repair & Operations Budget Planning & Execution Inventory Management	Building Systems Management Vendor Relationship Management Energy Management System (EMS)
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EXPERIENCE

DESERT SCHOOLS FEDERAL CREDIT UNION, Phoenix, AZ 1998 – 2017
The largest credit union in the state of Arizona with 50 branch locations, 1,600 employees and \$4.2 Billion in assets.

Facilities Director (2008 – 2017)

- Managed the daily operations and maintenance for 50 office facilities throughout the state of Arizona, including leased and owned properties.
- Oversaw all aspects of facilities, including Maintenance Management (HVAC, Landscape Services, Janitorial), Fleet Management, Security Management, Budget Management, Financial and Security Product Procurement, Installation and Delivery, Project Management, Inventory Management, Vendor Selection/Vendor Management, Accounts Payable, Staff Supervision, and System Layout and Design.
- Supervised a department with 12 employees and 3 direct reports, including an Operations Manager, a Building Systems Manager, and a Facilities Manager.
- Managed the vendor bidding and selection process. Oversaw vendor relationships for security, plumbing, pest control, janitorial, landscaping, and financial equipment providers.

Key Accomplishments

- Developed a RFP for the bidding of janitorial services that reduced costs by 17% and resulted in an overall cost savings of \$330,000 over the duration of a 3-year contract.
- Developed an RFP for the bidding of alarm monitoring and maintenance that reduced costs by more than 8% and resulted in an overall cost savings of \$35,000.
- Developed and implemented an Emergency Response Procedure for each of the organization's owned and leased properties that included instructions for managing water emergencies, fire systems controls, and electrical issues. The new procedures were instrumental in avoiding costly damages to several facilities.
- Planned, scheduled, and executed the flooring replacement of the Papago Corporate Office building that encompassed 143,000 square feet across 7 floors. The project was completed on time, within budget, and with minimal impact to the Credit Union's daily operations.

Facilities Manager (2004 – 2008)

- Managed the daily operations of the facilities management department.
- Directly supervised 11 employees, including a Department Security Supervisor, a Janitorial Supervisor, 5 Branch Technicians, and 4 Department Coordinators.

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(Facilities Manager continued)

- Managed building financial and security system designs and layouts in support of new construction projects and remodels.
- Supervised staff and provided ongoing training and mentoring. Created work schedules and ensured tasks were completed in a timely manner.
- Oversaw Accounts Payable for the department. Reviewed and paid maintenance and service repair invoices on a weekly basis.
- Oversaw landscape maintenance; performed weekly site visits and followed up with the landscape vendor regarding the conditions of properties.
- Managed vendor relationships for security, plumbing, pest control, janitorial, landscaping, and financial equipment providers.

Key Accomplishments

- Worked with the organization's design and marketing teams in the development and construction of 35 in-store offices, 14 retail leased locations, and the ground-up construction of 10 owned properties. Assisted with the decommission of 11 in-store sites and returned them back to white box condition.
- Reduced the maintenance and purchasing costs associated with several products related to new construction and remodels by repurposing existing equipment from inventory. Existing equipment included cash vaults, night depositories, cash handling equipment, and audio and video surveillance equipment. Total cost savings averaged more than \$250,000 across multiple construction and remodeling projects.
- Trained internal staff to perform maintenance and replacement of the organization's video surveillance equipment instead of outsourcing this to a vendor. Successfully reduced maintenance costs by 70% and reduced annual labor costs by more than \$36,000.
- Purchased video surveillance components directly from suppliers, which reduced material costs by 22%, resulting in an annual cost savings of \$25,000.
- Saved the organization more than \$80,000 in potential furniture replacement costs by resolving a repeat failure with desk chairs, an issue that was no longer supported by the chair manufacturer. Personally designed and manufactured a replacement locking mechanism for the chairs and trained the technical staff how to perform repairs, successfully extending the life of the chairs by several years.

Facilities Supervisor (1998 – 2004)

- Worked with the Vice President of Property and Security and the Department's Facilities Manager in supervising the construction of 2 retail leased locations and the ground-up construction of 5 owned properties in addition to 3 branch remodel projects.
- Supervised vendors and provided quality control during the installation of financial and security equipment in the company's new corporate office. During a 2-year construction process, successfully identified several redundant products that were not necessary for the operation of multiple systems. Initiated change orders that reduced construction costs by more than \$30,000.

MILITARY EXPERIENCE

*United States Air Force, Denver, Colorado, and Mountain Home, Idaho
4 years of service, honorably discharged*

EDUCATION & CERTIFICATIONS

MESA COMMUNITY COLLEGE, Mesa, AZ, Electrical and Mechanical Engineering
SCOTTSDALE COMMUNITY COLLEGE, Scottsdale, AZ, Business Administration and Computer Science

Certified Facilities Management Professional (FMP), International Facilities Management Association, 2008

PROFESSIONAL AFFILIATIONS & COMPUTER SKILLS

International Facilities Management Association (IFMA), Member
American Management Association (AMA), Member; American Society for Industrial Security (ASIS), Member
Microsoft Outlook, Word, Excel, Access, Visio, Project, OneNote, PowerPoint, Adobe Acrobat X Standard