

Jane Doe, CFM

123 N. Prospect, City, IL 60000 • 555.555.5555 • janedoe@yahoo.com

Facilities & Administrative Services/Operations/Space Planning/Interior Design

Award Winning Certified Facility Manager known for performing behind the scenes miracles. Extensive project management experience in office relocations and renovations being budget and deadline driven. Proven leader in planning, coordinating, attention to detail, taking initiative and problem solving. Excellent organization and communication skills with clients, vendors and employee relations.

PROFESSIONAL EXPERIENCE

Brokerage Firm ABC

Director, Global Facilities – Chicago, IL

May 2016 - present

- Real Estate, Space Planning and Project Management
 - Build out all offices including handling international real estate negotiations and relocations in Dubai, Paris, Hong Kong and London
- Lease Negotiations
 - Manage vendor contracts for firm wide copiers, postage machines, storage and document destruction, janitorial, vending and parking
- Operations
 - Oversee global Facilities, Associates, Mail Operations and Reception for 14 offices
 - Approve firm wide facilities-related invoices for all equipment, vendors, leases and real estate
 - Lead Crisis Management Team for Covid Task Force; handle all Covid-related cases globally
- Life Safety
 - Ensure employees are trained in CPR and AED
 - Manage, recruit, maintain and train emergency response team; implement evacuation drills
- Security
 - Authorize all keycards and access hours; manage C Cure keycard system
 - Approve building passes, review Certificates of Insurance
- Ergonomics
 - Perform global workstation evaluations, implement ergonomic recommendations and order supportive equipment. Presented Ergonomics classes to employees
- Budget
 - Manage \$6,000,000 firm-wide budget for all facilities
 - Monitor, plan and track all expenses to always stay under budget
 - Proven track records for staying 20% under budget; track expenses and report results to COO monthly

Law Firm X

Senior Manager, Global Facilities – Chicago, IL

October 2015 – May 2016

- Real Estate, Space Planning and Project Management
 - Manage 16 offices and 5 Centers of Excellence including international real estate lease negotiations, build outs, relocations and operations
 - Oversee project management for all offices
- Facility Provisioning
 - Oversee provisioning projects, including general contractors and construction personnel
 - De-provisioning of facilities when appropriate
 - Solicitation of RFP's
 - Risk management and compile Failure Mode Effects Analysis (FMEA)
- Approve all firm-wide facilities related expenses, invoices and expense accounts for team
- Oversee international facilities team
 - Hold weekly team meetings
 - Guide and manage team on all facilities-related decisions of internal and contracted out services
- Budget

- Manage \$20,000,000 firm-wide budget for all facilities
- Track and manage real estate office relocation budgets
- Customer Service
 - Provide ongoing development and enhancement of customer service model including scope of services, service standards and customer interaction protocols
 - Notification to impacted stakeholders

Company XYZ

National Facilities & Administrative Services Manager – Chicago, IL

April 2009 – October 2015

- Real Estate, Space Planning and Project Management
 - Manage 19 offices including international real estate negotiations, build outs, relocations and operations
 - Oversee project management for all offices including relocating 12 offices and remodeling 5 offices; obtained LEED certification for large Chicago headquarters renovation
 - Implement office and cubicle assignments, update floor maps
- Lease Negotiations
 - Approve contracts for firm wide copiers, postage machines, plotters, janitorial, vending, parking, rental cars, fleet vehicles, corporate housing, corporate hotel rates, Extended Stays and Regus Executive Suites
- Operations
 - Oversee Mail Operations and Reception
 - Approve firm wide facilities-related invoices for all equipment, vendors, leases and real estate
 - Safety Equipment – maintain inventory and order all field equipment
 - Organize quarterly office clean-up; oversee appearance of space: carpet cleaning, painting and aesthetics
- Administrative Support Team
 - Oversee 25 administrative assistants. Lead monthly meetings including training, webinars and goals for consistent operations
- Life Safety
 - Emergency Notification System – manage *Send Word Now* database system. Determine if office needs to be closed due to inclement weather, power outage, etc. Author and send notification to employees by 6:00 a.m. regarding pertinent information for delayed opening or office closing
 - Manage, recruit, maintain and train emergency response team; implement evacuation drills
- Security
 - Authorize all before/after-hour entrance to the Firm for vendors including freight elevator access
 - Approve building passes, review Certificates of Insurance
- Ergonomics
 - Perform workstation evaluations, implement ergonomic recommendations and order supportive equipment
- Budget
 - Manage \$5,000,000 firm-wide budget for all facilities
 - Monitor, plan and track all expenses to always stay under budget
 - Proven track records for staying 15% under budget
- Events Planning
 - Instrumental in planning for firm's 100-year centennial celebration in business/all staff meeting including arrangements for 500 employees and guests to attend weekend event in San Juan, Puerto Rico. Negotiated all contracts, vendors, hotel, airline accommodations and tours. Hired events coordinator, production company and keynote speaker, Emmitt Smith.

Company ZYX

March 1987 – March 2009

Facilities Administrator – Chicago, IL

June 1999 – March 2009

- Space Planning
 - Oversaw 300,000 sq. ft. of office space including maintenance, operations, artwork, aesthetics and security
 - Allocate all space requests for offices, cubicles, departments, new hires, build outs and caserooms
 - Maintain floor maps indicating all office locations, practice groups and secretarial assignments
- Office Design
 - Meet with all partners for office layout and furnishings; order furniture and oversee installation
 - Maintain furniture warehouse inventory and furniture catalog with pricing

- Facilities/Operations Departments
 - Oversaw operations for 30-member team in Mailroom, Duplicating, Fax, Maintenance, Reception, Food Service and Supply departments including trades: carpenter, painter and electrician
- Ergonomics
 - Trained staff on reducing workplace injuries which led to 95% employee retention and 15% reduction in workers comp. claims. Authored Firm's Ergonomics Guide
 - Taught yearly seminar on how to avoid cumulative trauma/repetitive motion disorders
 - Perform workstation evaluations and implement ergonomic recommendations
- Emergency Response Team
 - Maintained evacuation maps with exit routes, emergency kits and implement disaster planning
 - Recruit, maintain and train 125+ member team including running quarterly evacuation drills
 - Organize yearly CPR and AED certification training
- Security
 - Authorize all before/after-hour entrance to the Firm for vendors including freight elevator access
 - Liaison with Tenant Advocate and Office of the Building security team for all medical emergencies
- Proven track record for cutting costs, consolidating furniture and reducing monthly storage fees
- Spearheaded numerous large scale build-outs with \$1 million to \$10 million budgets, coming in 10% under budget

EDUCATION/TRAINING

Robert Morris College – Chicago, IL

Business Certificate

GPA: 3.75

July 1990 - April 1994

OSHA Training Institute - Eastern Michigan University

Certified in Principles of Ergonomics

June 2002

Northern Illinois University

Finance, Real Estate and Facilities Management courses through IFMA

2010 – 2012

SELECTED SKILLS AND ACCOMPLISHMENTS

- Certified Facilities Manager (CFM) credential with International Facility Management Association (IFMA)
- President of local chapter of IFMA 20XX - 20XX
- Presented in 20XX at IFMA's National Convention in Washington, DC
- Won distinguished IFMA "Facility of the Year Award" in 20XX for Corporate Headquarters renovation
- Served on many IFMA panels and did presentations on return to office, facilities management & pandemic
- Won 20XX "Above and Beyond Award" for managing and implementing the relocation of 115 individuals
- Proficient in Microsoft Word, Excel, Outlook and PowerPoint
- Certified in CPR, AED rescue training and ergonomics

PROFESSIONAL AFFILIATIONS

- International Facilities Management Association (IFMA) – Executive Board of Directors for 8 years
- Chairman & Mentor – IFMA's Career Services Committee and Mentor Program
- Corporate Real Estate Council (CREC)