

## John Doe

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### WORKPLACE OPERATIONS PROFESSIONAL

High-performing professional providing workplace solutions for corporate real estate needs by supporting core businesses and delivering an environment with a customer-first approach. Offer a record of success driving operational excellence in line with company values, strategies and the highest standards within the prescribed budget. Team player fostering collaborative, cross-functional positive relationships. Lead and motivate regional support teams.

#### KEY AREAS OF EXPERTISE

- Vendor Management
- Process Improvement
- Leadership
- Problem Solving & Innovation
- Performance Metrics
- People Management
- Data Analysis
- Financial Reporting
- Customer Service

#### PROFESSIONAL EXPERIENCE

##### COMMERCIAL REAL ESTATE SERVICES CO – BANK ACCOUNT

MM/YYYY – Present

##### Soft Services Manager, Chicago, IL

Provide management of corporate services operations for two Bank of America administrative offices, 5,000 employees and 1M RSF. Managed the amenity and vendor implementation (food and beverage, mail, conference center, copy centers and secure destruction services) for the build out of the new Bank of America Tower, as well as development of the budget. Conduct regular assessments for performance and compliance with SLAs. Create a culture of continuous improvement and innovation by leveraging business intelligence, new tools, and process re-engineering.

- Manage 64 pantries, 31 Conference Center rooms, 8 micro-marketplaces, 1 barista and market café.
- Initiated \$250,000 cost reduction of operating costs while managing risk by identifying opportunity to delay installation of vendor equipment during office closure due to Covid-19.
- Initiated new standard for soft services, adopted across Midwest territory.
- Built template for tracking inventory for national vendor transition of secure destruction services.
- Participated in Covid-19 cleaning performance audits against the SLA and partnering with vendor to make improvements to service.

##### INFORMATION, NEWS AND TECHNOLOGY CO

MM/YYYY – MM/YYYY

##### Regional Facility Site Manager – Workplace Operations, Chicago, IL

Drove end-to-end facility operations for Eastern Canada and Midwest regions, leading proactive facilities, project, vendor and hospitality management. Collaborated with functional leaders and vendors to provide operational success and strategic direction. Developed and monitored vendor KPIs against SLAs. Created presentations, reports, business cases and manuals for presentation to management, employees and vendors. Managed \$1.5M operations budget.

- On-boarded, supervised and motivated team of contingency and vendor staff of four, across remote offices supporting security, office and pantry needs.
- Led capital projects for 6 relocations, 4 new builds, 2 expansions and 2 renovations.
- Analyzed data reports, identifying a 65% discrepancy with prior occupancy planning data.
- Examined office activity and found \$70k annual savings opportunity by reducing security staff hours.
- Identified solution for maintaining the cleanliness and aesthetics of small offices by sourcing solutions and building an RFP with procurement for mid-day support; increasing employee satisfaction by 95%.

**INFORMATION AND TECHNOLOGY CO****MM/YYYY – MM/YYYY****Territory Manager – Global Real Estate and Corporate Services, Chicago, IL (MM/YYYY – MM/YYYY)**

Responsible for the management of offices in Mid-American territory, providing oversight of building management systems, hospitality services, facility projects and vendor management. Prepared operating and capital budgets as well as quarterly forecast and variance reports. Developed and recommended strategic initiatives, policies and procedures to senior management. People manager of corporate services support staff of nine. Managed region totaling 27 sites, 451,010 RSF and 2,271 seats.

- Executed on projects across nine states for seven relocations, one renovation, two acquisitions, and one divestiture within one year; partnering daily with construction and support teams as owner rep.
- Led project operations, planning, asset management, vendor relations, and relocation activities involving 7 locations, 68 vendors, and 760 employees during divestiture; delivered \$100K savings.
- Cut operating expenses 7% during first year, by increasing transparency of territory financials and building tracking database for invoices and budgeting; database adopted nationally.
- Negotiated with a senior leader to transition a site to company's national vendor contract for copiers; resulted in 70% initial expense reduction with ~\$73K annual savings thereafter.
- Managed \$1.8M territory budget; achieved .2% year-end variance for 2013. Volunteered to take on additional budget oversight for \$35M regional portfolio, acting as central point of contact and mentor for teammates; met 1% year-end variance goal for 2013 for entire expanded region.

**Executive Assistant to the CEO & Global CFO, New York, NY (MM/YYYY – MM/YYYY)**

Supported CEO and team of eight C-suite executives. Promoted in 2008 to support Global CFO and team of six C-suite executives. Sourced, contracted and arranged international meetings, conferences and events including logistics, transportation, materials and expenses. Partnered with Corporate Services to monitor facility needs. Hired, trained and supervised team of 4 assistants; wrote manual for new hires.

**EDUCATION****Bachelor of Arts (BA) English, University, YYYY****PROFESSIONAL MEMBERSHIP****International Facility Management Association (IFMA)**