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## **SUMMARY**

10+ years experience in non-profit facility management overseeing building operations, budget preparation, code compliance, vendor contract management and customer service for special event rentals. Significant experience with capital improvement projects, construction management and owner's representation experience. Intimately familiar with historic preservation guidelines and the related challenges they pose to maintaining building modern systems. Bachelor's Degree in Real Estate. Competencies include:

**Attention to Detail**

**Mature Judgment**

**Time Management Skills**

**Direct Communication Skills**

**Project Leadership**

**Cultural Competence**

**Strong Problem-solving Skills**

**Strengthening Relationships**

**Collaborative Team Builder**

## **SKILLS SUMMARY**

### **Construction Management Skills**

- Managed the contractor/architect/owner relationship to ensure the owner's interests.
- Answered queries and provided information rapidly to keep projects on time and budget.
- Served as Owner's Representative for \$20,000,000 renovation of the historic YWCA building, utilizing 10 funding sources, including state and federal tax credits.
- Processed over 500 potential change orders, attended OAC meetings, monitored construction progress, and developed a working knowledge of plans and specifications.
- Managed multiple smaller projects, such as fire pump upgrades, elevator modernizations, historic window restoration and HVAC rooftop chiller replacement.
- Oversaw the completion of upgrades and renovations to kitchens, bathrooms and community living areas at a 24/7 Emergency Shelter without interruptions in service.
- Renovated 4 historic buildings at residential camps founded in the 1920's.
- Greatly expanded footprint of retail operations for the Girl Scout shop, resulting in increased sales.

### **Facilities Management and Budgeting Skills**

- 20 years' experience with constructing operating budgets for multiple locations in Ohio.
- Reduced property taxes by \$50,000 annually by working with the county auditor's office to reassess building valuation.
- Reviewed vendor relationships and billing for accuracy & contractual compliance.
- Continuously identified potential capital improvements and created budget proposals so that the organization could find potential funding. Obtained 3-4 successive grants from the Community Shelter Board totaling over \$200,000.

- Performed a space analysis of a 10 story 120,000 square foot structure which allowed a more accurate allocation of indirect costs between the two entities using the building.
- Implemented a multi-site forest management plan, generating over \$200,000 in revenue and increasing the long term safety of site users.
- Changed organizational structure of maintenance from site-based to skill-based, allowing more complex work in multiple locations without relying on outside sources.
- Developed and implemented 2 long range property plans over 5 years, which resulted in the sale or closure of 2 obsolete program sites, and the reconfiguration or relocation of 2 administrative offices.
- Coordinated risk management, safety planning and related facility operations for a large youth services organization. Ensured applicable regulations were being followed.

### **Customer Service, Lease & Event Management Skills**

- Managed wedding and special event rentals for a historic ballroom and meeting rooms.
- Negotiated lease agreements and managed commercial tenants. Increased rental income by 50% in six months.
- Created managerial tracking systems for event sales, identifying sales trends and opportunities.
- Maintained a professional image and demeanor even in stressful situations.
- Collaborated with event planners, caterers and other hospitality providers for the best customer experience

### **Organizational and Interpersonal Skills**

- Direct communicator with proactive conflict resolution and negotiation skills.
- Maintain and strengthen interpersonal and institutional relationships.
- Management experience and time management skills enable smooth project management.

### **Education**

J.D	Moritz College of Law, Ohio State University	Columbus, OH
B.S.	Business Administration Real Estate, Ohio State University	Columbus, OH

### **Work History**

Director of Facilities	YWCA Columbus	Columbus, OH	2008-2017
Properties Director	Girl Scouts-Seal of Ohio	Columbus, OH	1996-2008
Director Historic Properties	Jefferson Center for Learning/Arts	Columbus, OH	1995-1996

### **Volunteer Activities/Memberships**

Chair, Board of Commission Appeals, City of Columbus	2009-present
Member, Historic Review Commission, City of Columbus	1995-2005
Member, the Ohio Bar (currently inactive)	1993-2008