

Senior Facilities Director

Multi-Site Management • Construction Oversight • Large-Scale Project Execution • Staff Development

Senior Facilities Director with extensive experience in facilities maintenance management. Specialize in preventative maintenance programs, access control operations, construction specifications, space planning, analytics, budget oversight, and global property management.

Track record of managing wide range of facilities operations and maintenance programs to support long-term strategic goals and drive company profitability

Manage multi-million-dollar projects for international organizations. Supervise, develop, and coach high-performing teams. Excellent leadership, organizational, critical thinking, and problem-solving skills.

CORE COMPETENCIES

- Process Visualization & Improvement
- Project Planning & Optimization
- Cross-Functional Collaboration & Communication
- Organization Development & Change Management
- Team Building, Mentorship, & Manager Development
- Complex Capital Project Management

PROFESSIONAL EXPERIENCE

Centura Health St. Thomas More Hospital

Canon City, CO

Main hospital for Canon City and surrounding area in Fremont County, Colorado.

Director of Support Services & Facilities | 2020-Present

Lead all aspects of facilities and ancillary support departments. Manage and grow high-performing staff that effectively collaborate with other departments. Oversee space planning, life safety, emergency management, hazardous waste, and environment of care programs. Utilize tracking analytics to improve outcomes for operational and safety sustainability. Work directly with state and federal agencies to ensure hospital compliance. Consistently drive can-do culture across all departments. Plan and administer \$3.4 million budget.

- **100% of generator inspections passed** through standardization of generator reporting tools.
- **Saved hospital over \$30,000** through installation of new emergency generator with no loss of power.
- **Improved patient satisfaction by 30% within two months** by ensuring staff were properly trained to perform in-house renovation work to improve patient room efficiencies.
- **15% increase in work order completion** gained after implementing high-impact process improvements and cross-training team members to eliminate siloed knowledge.
- **Completed six major projects on time and under budget** through effective communications with all stakeholders and affected departments.
- **Decreased cross-departmental conflict and reduced staff turnover due to hostile work environment to 0% within three months** by eliminating barriers between departments and resolving grievances.
- **Built respected and efficient team over five months** through establishment of daily goal setting and performance expectations while driving accountability.
- **Reduced overtime calls 75%** by replacing multiple problematic water lines and changing department's thought process to can-do attitude.
- **Coordinated eight-hour water shutdown with zero issues** through project risk mitigation and preparation.
- **Developed productive staff** by creating achievements and inspiring desire to achieve growth.
- **Achieved return to redundancy for majority of equipment** with zero hospital downtime.
- **Established safety checks and analysis processes**, allowing departments to identify areas of improvement.

Epic Systems Corporation

Verona, WI

Leading healthcare software company used to manage medical records for 78% of U.S. patients.

Director of Facilities | 1998-2020

Coordinated all aspects of facilities, construction equipment operations, and four million-square-foot campus headquarters maintenance. Performed staff management, hired and trained building service personnel, inspected facilities and equipment, and purchased furniture and equipment. Delivered presentations to CEO, CFO, and VP regarding facility

improvements. Managed space planning, procured bids from outside contractors, built and maintained relationships with internal and external customers, and delivered first-class results. Oversaw \$3 billion budget.

- **\$20 million in annual construction savings** realized by reducing build-out timing from 24 to 15 months.
- **Saved \$1 million in revenue** by ensuring departments remained operational after rental office building was directly hit by damaging tornado.
- **68% reduction in mechanic travel time and 34% decrease in equipment failures achieved over six months** through development of multi-site preventative maintenance program.
- **Created cross-departmental matrix and process** for setup and tear down of five million-square-foot event center still used today.
- **\$210,000 in savings earned per year** by recruiting thousands of company volunteers to assist with annual event versus hiring outside contractors.
- **Led development of new multi-site build-out process from conception through completion**, saving approximately \$20,000 in savings per move.
- **Implemented process for shipping security items to overseas sites** to achieve complete visibility from one location and software, saving approximately \$7,000 in technician airfare and travel time per security installation.
- **Monitored Y2K computer glitch** through establishment of command center to communicate and follow up with 12 global customers.

Additional Career Experience: Director of Maintenance at Middleton Village Nursing, Maintenance Supervisor at Meriter Hospital and Retirement Services

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Project Management

Scheduled to Complete December 2022

New Hampshire University/Capella University

Technical Diploma, Madison Area Technical College

Certifications – Mechanical Refrigeration Recovery, Electrical/Small Electronics, OSHA 30 Hour, Refrigerant Recovery, Bobcat, Scissor Lift, Single Man Lift

Training – Flooring, Carpet and Tile Installation, HVAC, Electrical and Plumbing, Painting and Drywall Level 4

Member – American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE), American Society for Health Care Engineering (ASHE), National Fire Protection Association (NFPA), National Society of Leadership and Success