

CHRISTOPHER E. WRIGHT

Business Acumen ♦ Entrepreneurial Attitude ♦ Operations Excellence ♦ Executive Leadership

CHIEF OPERATING OFFICER / MANAGING DIRECTOR

Broadly Experienced, Hands-On, Management Professional with 19 years of success perfecting the operational processes and performance standards of domestic and international supply-chain enterprises. Expert at applying analytics to guide decision-making and resource allocation. A proficient technology integrator adept at streamlining functional and administrative efficiency through digitization.

Relied On for Solutions to Consequential Challenges

Skilled in building supplier relationships and negotiating agreements that expand markets, grow revenue, and boost profits. A talented, innovative, and resourceful leader innately able to command respect across the organization and drive the most complex undertakings to prosperous conclusion.

CORE COMPETENCIES

- Productivity Improvement
- Revenue / Share / Profit Growth
- Facilities Management Expertise
- Financial Planning / P&L Control
- Product Development
- Relationships / Partnerships
- Cost Reduction / Fiscal Acuity
- Sales Management / Salesmanship
- Analytics / Metrics / KPIs
- Strategic Vision & Execution
- Project Design & Governance
- Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

ISS Facilities Services – North America. | Washington, DC-Baltimore Area 2021 - Present

A leading international workplace-experience and facility-management company driving engagement and well-being of workers, minimizing environmental impact, and protecting and maintaining property.

Regional Manager

Lead cross-functional teams at 15 Ikea stores averaging 300,000 sq. ft. from Virginia to Massachusetts in streamlining operational activities, identifying areas of improvement, promoting professional development, and building a culture of performance excellence.

- **Mitigated major risks and complex business challenges** by identifying potential problems and devising innovative solutions in collaboration with stakeholders and clients.
- **Planned and executed substantial projects** from conception to completion within strict time, quality, and budget constraints by prioritizing work assignments and carefully allocating resources.
- **Revitalized business processes and systems** by identifying areas of improvement, creating change-management initiatives, and analyzing ongoing progress.

CBRE, Inc. | Washington, DC

2015 - 2019

The world's largest commercial real-estate services and investment firm.

Director of Service Delivery | 2015 - 2019

Directed operations and served as primary point of contact for the account team that delivered facilities management services across 16,000 locations throughout the U.S. and Canada.

- **2500% surge to \$62 million in single-client revenue produced** in nine months and to \$190 million in two years by forging a long-missing partnership through increased personal involvement, providing analytics-based cost-saving recommendations, and bringing the service team into the local office.
- **375% over-quota performance achieved**, pushing sales to \$75 million, by qualifying leads, developing situational solutions, and sanctioning business deals through collaboration with executive leadership.

Facilities Director | 2019 – 2021

Held responsibility for net revenue, gross margin, and EBITDA and supervised a 55-person staff with six senior reports accountable for service delivery to multiple facilities.

- **Initiated a proprietary program** that furnished previously unavailable services to 16,000 US and Canadian retailers by leveraging cutting-edge technology, data analysis, and innovative strategies.
- **Streamlined a client's handling** of more than two million service workflow requests annually by identifying, vetting, and installing facilitating software connected to the firm's API processing.
- **Quadrupled** the number of services offered in response to analyses of unsatisfied client needs.

Regulus Global, LLC. | Virginia Beach, VA

2014 - 2015

Supply and logistics firm meeting the military's medical, humanitarian, and national security-mission needs from inception through implementation to sustainment.

Director of Operations

Hired to perfect the then-startup firm's qualifications to bid and deliver on government contracts.

- **Championed expansion efforts** that produced a 200% increase in headcount, 300% expansion of facility size, and 500% growth in first-time contract revenue.
- **Implemented secure-facility protocol** by introducing scanned ID batches controlling access points and constructing a locked cage area to guard firearms and export-controlled items.

ADS, Inc. | Virginia Beach, VA

2009 - 2014

Federal government contractor that supplies military tactical equipment, procurement services, logistics, and supply-chain solutions.

Senior Manager – Data Analytics & Integration

Introduced data-driven decision-making to guide selecting and evaluating business opportunities.

- **\$750,000 in operational costs avoided** by taking 1.5 days out of the average delivery time on 60% of non-dropship orders through installation of a cross-docking program that bypassed product storage.
- **Bolstered the company's ability to deliver** items from a catalog expanded almost 400% in 18 months by expanding the size of the preferred vendor network 114% in the same period.
- **Ensured commissioned service vendors received** the full range of support specified in service-level agreements by framing pricing models that aligned with the company's promised performance.
- **2,000+ locations added** to the client count by expansion of service delivery proposition and service model.

United States Army | Multiple Locations

1998 - 2008

Senior Recruiter

- **Delivered 200% of annual enlisted goal** and received the Gold Army Recruiters Badge.

Logistic Director

- **Managed logistics planning** and deployment of 300+ Rangers to Iraq and Afghanistan.

EDUCATION / CERTIFICATION / TECHNICAL SKILLS

Master of Business Administration with emphasis on Business Analytics, George Mason University

Bachelor of Science in Business Administration & Management, Regent University

Associate of Science in Business Administration, Troy University

Six Sigma Black Belt • SCRUM Master • Facilities Management Professional

Sustainable Facilities Professional • OSHA 10 & 30

Excel, Word, PowerPoint, SharePoint, Expert • Google Suite • Coding: Visual Basic, VBA, Python, SQL

Data Visualization: Tableau, Google Data Studio, Power BI