

Xxxx xxxxx,...RESULTS ORIENTED THROUGH EXEMPLARY LEADERSHIP & VISION

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Highly accomplished Facility Operations Director and Construction Project Manager with 8+ years of experience in a healthcare setting. Proven ability to oversee multi-million dollar budgets with direct management and development of cross-functional teams. **Demonstrated Trusted Team Member**—progressively promoted to operations management of all aspects of hospital building/grounds and hospital administration team member. **Financial Stewardship**—led construction project (budget of \$64M); brought in \$1M under budget and 1 month ahead of schedule. Closed 16+ projects a year ranging from \$5K to \$2M+ with 95%+ (at or under budget.) **Staff Satisfaction/Reduced Employee Turnover**—increased satisfaction scores 16% (2015 - 2016); reduced 1st-year turnover rates (2.5% year over year). **Regulatory Compliance & Inspections**—performed as Committee Chair for the Safety Committee; facilitated successful inspections (Federal reimbursements; 3 in 2016 and 6 since 2011). **Tool Creation & Implementation**—Age Friendly Build & Design Assessment, Construction Project Manager Process & Procedure Manual, Cost Estimate & Project Expense Analysis forms etc. **Volunteer**—mentee in the Emerging Leaders program and Achievable Dream program speaker to high school youth.

Competencies that Drive Strong Business Outcomes

- Regional Director/Manager, Assistant VP, VP
- Construction Project Management, Facilities Operations
- Comprehensive Project Management Methodologies
- Finances, Cost Analysis, Budgeting, Expense Control
- Facility & Building Contracts/Preventative Maintenance
- Development, Re-Development, Modifications
- Operations Policy & Procedures
- Systems & Process Improvement
- Human Resources/Staffing: Hiring, On-Boarding (Multiple Departments)
- Employee Evaluation, Training & Development
- Internal/External Relationships
- Technologies: Data, Cost, Design, Workforce

A Career of Delivering Increased Profits and Stakeholder Value

Xxxxx xxxxx Hospital, Williamsburg, VA

2014 – Present

Director of xxxxxx Operations

Accountable for the development and management of the effectiveness of multiple teams (40+ direct reports, 12+ indirect reports) ensuring the functionality of a 40 bed, 24/7 highly-regulated Acute Care hospital. Operational responsibility includes quality assurance, support services, facilities maintenance, extensive financial controls, multiple operations departments, and safety, as well as three (3) off-site outpatient treatment centers.

- **Contracts & Acquisitions**—Negotiates, implements, and maintains 30+ preventative maintenance contracts.
- **Emergency Management**—Performs due diligence best practices in planning for critical events.
- **Construction Project Management**—Surgery Center renovation and various hospital modifications.
- **Regulatory & Compliance**—Full-cycle planning and preparedness for inspections by JCAHO and DNV (accreditation agencies on behalf of the Centers for Medicare & Medicaid Services).
- **Staffing & Employee Relations**—Charged with a broad range of human resources duties including (but not limited to) staffing (hiring/firing), on-boarding, evaluations, staff growth and development and employee satisfaction 40+ employees within 7 departments at 2 locations.
- **Finances & Cost Analysis**—Budgeting and financial management; 14 cost centers; annual variance of 2½%.
- **Vendors & Budgets**—Directs contracted services/financials; Security, Linen, and Biomedical Engineering.
- **Quality Care & Assurance**—Instrumental in the success of the facility receiving increased service excellence scores during 2014-2015 resulting in positive healthcare reimbursements.
- **Organization Departmental Change**—Staffing efficiency, coverage, and expenses; increased career growth of 15+ team members while maintaining 5% operational budget savings.

Guided all stages of construction projects with budgets ranging from \$5K to \$70M, closed 100+ renovation projects and a ground up construction project including programming, design development, bids, construction, close out, and all project financial requirements within a 100-mile territory radius.

- **Monthly Reporting & Documentation**—Submitted to senior and executive leadership.
- **Regulatory Coordination & Inspections**—DEQ, local AHJ's, State Fire Marshal, Health Department, Board of Pharmacy with successful completion of 2 crucial regulatory compliance inspections by JCAHO.
- **Communications**—General contractors, architects, engineers, and other consultants from initial programming and design through the bid/award process, to construction and warranty period.
- **Relations & Collaborations**—Proven ability to effectively communicate with all levels of stakeholders; senior/executive leadership to project end-users. Successful management of stakeholder expectations.
- **Project Costs (Hard & Soft)**—Developed and managed budgets, timelines, RFP's, bid packages, and contracts.
- **Meeting Facilitation**—Design development, progress meetings, site inspections etc.
- **Review & Approve**—Daily reports, RFI's, proposals, change orders, and pay applications.
- **Multi-Tasking & Coordination**—Complex construction project oversight requiring detailed and in-depth coordination to meet operational functionality, hazardous environment, and regulatory requirements (i.e. medical gas alterations, asbestos abatements, mechanical system replacements, and costly equipment moves)

xxxxxx, Corporate Express, Location

1999 – 2008

Account Executive & Manager

Guided business development through the successful planning of commercial furniture sales and the management of product install into small offices and buildings (healthcare, government, banks/credit unions etc.). Increased sales with a solution-oriented approach utilizing superior knowledge of design and keen client relationship building.

- **Project Development**—Field measurements, AutoCAD space planning, and product specification of commercial furniture products (systems furniture, offices, and waiting areas).
- **Budget & Timelines**—Ensured specific project details were met with client driven solutions according to needs.
- **Client Procurement**—Effective negotiations with vendors, provided quotes, customer account set up, vendor follow up, coordinating delivery/installation, completing punch lists, and follow-up with manufacturers.
- **Awards/Achievements**—Hon Honors top 75 sales representative in the country; Corporate Express Sales Excellence Award, Furniture Account Manager of the Year, President's Club Award.

Visual Merchandising Manager, Dillard's Department Store

1997 – 1999

Visual Merchandiser, Peebles Department Store

1995 – 1997

Lead Interior Design Consultant, Home Quarters Warehouse

1994 - 1995

Interior Designer/Sales, JCPenny Portfolio Furniture Co.

1992 - 1994

Freelance Interior Design Consultant, Hampton House Interiors

1991 - 1992

Lighting Specialist/Sales, Atlantic Electric

1990 - 1991

Educational Background

Bachelor of Science in Human Ecology, xxxxxx College
CHFM, Certified Healthcare Facility Manager

Additional Training

Lean Six Sigma Yellow Belt
Change Acceleration Process
7-Habits for Managers
Asbestos Awareness
DOT-UDS Drug Testing & Collections
FEMA ICS 100 Incident Command System for Healthcare/Hospitals

Technical

Citrix, Kronos, ProSoft, AutoCAD, Adobe Writer, MS Office Suite, Microsoft Project