



CV Example





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SENIOR FACILITIES MANAGEMENT PROFESSIONAL

Hands-on, solutions-focused Professional with a career demonstrating visionary leadership, expertise and outstanding performance in a range of large scale facilities management environments within Europe. Combines unique blend of visionary leadership and executive business savvy with competencies to spearhead strategic planning and execution of core staff, operational, organisational and financial performance. An energetic promoter of new ideas and initiatives, and champion of collective brainstorming for greater perspective. Inspired by finding new ways, new methods, and new avenues to deliver business goals. Permanent resident, holding a skilled BQ 138 Visa.

Professional strengths include:

- General and property contract management
- Operations and Commercial Facilities management
- Project Management
- Forecasting, Reporting and Analysis
- Maintenance and energy management
- Relationship Building
- Building installations management and consultancy
- Continuous Improvement
- Training and Development
- Organisational Change
- Leadership Development
- Team Performance Optimisation
- Multi-Site Operations Management
- Quality Control and ISO 9001 implementation management.
- OH&S Management.

PROFESSIONAL QUALIFICATIONS

ENGINEERS AUSTRALIA:

ID 5555555

Qualification: Professional Engineer

Classification: Mechanical Engineer ASCO 2126-11

FONTYS UNIVERSITY TILBURG: www.fontys.nl 1988

- Bachelor of Mechanical Engineering
- Specialisation – Energy Studies, Energy Engineering
- Post academic course: Change Management / Focus Conferences - University Nyenrode



PROFESSIONAL EXPERIENCE

Co X

April 2011 – present

Director of FM Operations Pacific Region

- Overseeing all Facilities Management Accounts in the Pacific Region (7 Countries).
- Leading a platform team to support the Pacific region for all FM accounts. (Team of 7 Country Managers reporting Directly)
- Work with and contribute to the XXXX expert network
- Audit implementation of critical environment management procedures to ensure CBRE's critical environment playbooks are consistently implemented.
- Lead the transitions for the FM business on new accounts
- Oversee the compliance and monitoring program to ensure all accounts meet legislative requirements.
- Assist business development with RFI and RFP tenders; provide the business analysis for new client accounts and develop FM service delivery solutions for new accounts.
- Developed and lead the rollout program for the use of mobile devices to collect onsite information and conduct onsite audits and inspections.

Key achievements

- Developed and implemented a critical environment management monitor
- Developed and implemented an HSE reporting system across all accounts to ensure HSE requirements are met at all times.
- Contributed to a 300% revenue growth in the past 4 years
- Winner of XXXX Business Excellence Award (Global)
- Winner of RISE To Excellence award (Australia)
- Winner of NSW GWS State Award Excellence in FM

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June 2008 – Feb 2011

Contracts Manager

Client XXX

- Managed property, facilities management and capital works management of over 80 buildings situated in the CBD, Sydney Metro and regional NSW (360,000 m²)
- Managed a contract with an approximate value of \$155 Million, consisting of \$20 Million operational expenditure and \$6 Million capital works budget.
- Lead and managed a contract team of 34 people, which included 19 building managers.
- Established and maintain strong working relationships with a range of stakeholders.
- Managed human resource issues – including approval of annual leave, flexi time, sick leave, salary increments and performance reviews for building managers and other members of the senior contract team.
- Managed and negotiated contract variations.
- Automated both monthly and dashboard reporting.

Key Achievement:

- Developed and implemented a change management program to improve service levels and overall client satisfaction in previous 15-month period which resulted in a two year contract extension, which is unique in the history of this particular portfolio.



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March – June 2008

Initially hired by YYYYY for the permanent position of General Manager Operations. Due to business circumstances, this role was made redundant before I arrived in Australia in March 2008. Instead, offered a temporary role as a Program Manager, managing an improvement program for, Australia Post.

IMPROVEMENT PROGRAM MANAGER

Client XXX Contract.

- Worked closely with client organisations to identify and improve efficiencies throughout property portfolios– this incorporates:
 - Managing time and content issues.
 - Sourcing solutions e.g. managing routine and emergency building maintenance?
- Direct management of client’s assets – developing and managing client’s facilities.
- Report to and liaise with contracts Manager to discuss client satisfaction and possible improvements.
- Establish and maintain strong working relationships with a range of stakeholders.
- Prepared new and improved an existing range of comprehensive documentation and reports.

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2006 – 2008

Operations and Commercial /Manager Account Director

- Managed new account for DSM (Dutch State Mines), a large chemical industry in the south of the Netherlands. Combined property and facility management contract included approximately 190 on and off site buildings and research facilities (165000 m2), 26 FTE staff and an annual turnover of approximately 75 Million AUD.
- Managed all operations and realignment projects concerning the re & facility management contract.
- Member of the senior management team of Arcadis Aquamen contributed to business development, development of hard services and project management.

Key Achievements:

- Negotiated and implemented new maintenance contracts including performance measurement (kpi's) total savings realized > 20% (> \$1 million savings per contract / per annum)
- Used detailed analysis to realign soft and hard FM services (cleaning, taxi services, vending, lift maintenance, lawns / landscaping / copy and document services. Developed kpi's and kpi self assessments and scoring mechanisms for these services, including automated dashboard reporting.
- Developed training and project management, basic documents, procedures and risk analysis for (CAPEX) project management.
- Risk analysis for all other FM and RE related works.
- Managed all aspects of the client relationship.
- Preparation of detailed financial budgets, budget analysis and benchmarking.
- Developed and introduced a website detailing all provided services, costs for additional works and services, house rules, latest news and announcements.
- Regularly reviewed services desk results / complaint management and implemented corrective improvement plans.
- Meeting ISO 9001 requirements as per business QA plan.
- Establishment of new buildings / warranty management.



- Developed dashboard reporting system for senior management team.
- Recruited and inducted senior contract staff.

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2004- 2006

Project-and Senior Technical Manager

HHHH is a joint venture between AAAA & BBBB

- Managed the FM and Property Management Hard Services Realignment Plan for the FM contract with Philips Electronics. This included the technical maintenance and energy monitoring for approximately 45 large buildings (600,000 M²).
- Managed the development of the maintenance realignment programs, contract development and negotiations, saving targets and compliance management programs.
- Managed the realignment of the energy monitoring programs and carried out additional consultancy work to setup a maintenance program for one of the largest underground thermal storages in the Netherlands.
- Acted as an interim manager for the realignment of the project management group, introducing the basic elements of Prince 2 into the standard way of handling projects.

HHHHH, Real estate consultancy

2002-2003

Project manager /Account manager /Consultant

Developed software to comply with Dutch Building Code

- Arcadis Facility management for Philips Electronics Netherlands
- Managed the P&L and all other project / budget financial reporting, annual and long term budgeting and forecasting.
- Explored, evaluated, proposed and supervised energy saving projects.
- Supervised design and engineering teams for complex mechanical and electrical projects.
- Conduit between non technical clients and specialist engineers on projects focusing on energy efficient designs, low cost building maintenance, efficient building management and statutory compliance.
- Represented owners in complex technical projects (radio and TV studios, musea etc)
- Budget analyses and financial supervision.
- Acquisition activities for the continuance of the order intake.

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2000 – 2002

Project Manager / Senior Engineer

Bank of the Dutch Antilles:

- Supported a local subsidiary of Arcadis with a large building project for the National Bank of The Dutch Antilles.
- Managed the design, engineering and project management of all electrical and building installations, including lighting, emergency, power backup plants etc.
- Designed and managed the implementation of a high performance fully redundant data and telephone network.
- Closely consulted with the American architect, Dutch and local contractors and governmental authorities and the necessary coordination between different disciplines.

E-COMMERCE PARK:

- Managed the complete design and project management (including architectural, civil engineering and installations) of a high tech data-room facility of 400 m² including power and chiller plant and a prefabricated office block of 3000 m².



ROLES PRIOR TO 2000

ARCADIS BOUW/INFRA

1992-2000

Account manager. Consultant, Service provider,

- Head of the department mechanical and electrical engineering.
- Executive project manager of multidisciplinary projects.
- Consultant mechanical-installations.
- Consultant museum-installation.
- Project manager special projects.

GOSINK TECHNIEK, Contractors

1989-1991

- Engineer 1989
- Head of department HVAC – 1990
- Head of department HVAC, Electrical and Maintenance-1991

Tertiary qualifications in business, project management, planning, or demonstrated relevant, equivalent industry experience and training	Bachelor degree mechanical engineer, head of department of engineering, for Arcadis, lead engineering roles and capital project management across a very broad range of technical services and equipment in a variety of industries.
Strategic thinker, with a demonstrated ability in developing strategies for improved service delivery and performance	Developed and successfully implemented maintenance strategies and performance based maintenance including kpi's and monitoring functionality.
Industry experience in asset management, including a demonstrated understanding and working knowledge of strategic asset planning for large organisations	Wrote the scope of works and negotiated performance based and conventional maintenance contracts for Philips and DSM. Wrote and negotiated critical environment maintenance contracts for CBRE
Demonstrated ability to lead and motivate staff and stakeholders, including the ability to form effective working relationships with the senior executive, senior clinicians, senior managers and external partners	Team and department leader for many years. references available.
Demonstrated hands-on experience and capacity to implement change management processes, transition and communication planning in a collaborative and consultative manner	Very hands on, practical and logical. Change management as part of my daily business for years. Post academic course change management completed. excellent communication skills developed over the years in consultant and leader roles.
Highly developed oral and written communication skills, including the ability to prepare high level reports, supported by sound negotiation and interpersonal skills	Definitely however English remains a second language. Excellent reporting skills, developed implemented and wrote numerous reports from operational reviews, to conceptual business cases and expertise reports.
Well developed commercial, financial, analytical and problem solving skills.	Highly developed analytical skills, practical problem solver, commercial and financial sound background.

