

Dear Sir or Madam:

Please accept this resume as application for a position with your company.

I am a highly motivated, dedicated and loyal individual with excellent interpersonal, organizational and supervisory skills. I have 18 years of experience in facilities management. I work well both independently and as part of a team and pride myself in my own success as well as that of my co-workers. I am confident that I have the ability to make a positive contribution to your organization.

Given the opportunity for a personal interview, I will gladly discuss further my capabilities and how I can be an asset. I look forward to hearing from you and can be reached by any of the methods provided above.

Thank you for your consideration.

Sincerely,

Lonnie Williams

Lonnie Williams

Facility Manager, Phoenix Arizona

cowboylon25@yahoo.com

623-285-6202

Summary

Facilities management professional with 18 years of facility management experience and a history of maximizing efficiency and productivity through effective oversight. Proven track record of minimizing costs and devising strategies to develop organizational structures and to optimize maintenance / repair functions. Versed in Facilities Project Management experience from office reconfiguration to stand alone construction. Extensive experience in customer serviced based leadership at all levels of facilities management.

EMPLOYMENT HISTORY:

Facilities Manager:

Asurion (Phoenix, AZ & Las Vegas, NV)

October 2013- December 2015

- Responsible for management of three 24x7 call centers across two states.
- Provided support for 2500 employees and 3 facilities specialist.
- Oversight of facilities maintenance and operations, setting standards using metrics, and look for ways to improve optimization of facilities space, investment and utility costs
- Managed and supervise vendors
- Participated in real estate leasing and implementation as needed
- Managed and coordinate building space allocation, moves (macs), layouts, and facilities expansion
- Maintained the facility, its assets, finishes and furnishings using best practices
- Capital budget planning, estimates for facility modifications, equipment labor, and materials
- Develop and manage the annual site budget, accruals, purchase orders and vendor invoicing
- Documents Standard Operating Procedures, Preventive Maintenance Procedures, develops Playbook and manages updates for assigned facilities 24 hours on call for site incident management, response in the event of after-hours work emergency impacting the business
- Use CAFM System to process work orders proactively, assess and track client service needs, advising with assessments, recommendations and metrics

Facilities and Office Administration Manager:

Sumitomo Corporation of America (Houston, TX)

September 2011-October 2013

- Responsible for the daily operations and functionality of an international trading company in the Houston, Texas Market
- Responsible for ongoing management of office facilities/property, company fleet vehicles and executive housing

- Management of Capital Expenditure budget, forecast and branch cost allocation projects
- Provide consultative service for business groups both domestically and internationally

Facilities Manager:

Universal American Corp (Houston, TX)

March 2006- September 2011

- Responsible for day to day operations of 13 offices in the United States and corporate headquarters in Houston, TX
- Responsible for all maintenance of facilities and equipment associated with business operations HVAC, Plumbing, Electrical, Furniture, Security Access, Security Monitoring
- Managed construction projects and budgets for both local and remote locations
- Developed departmental training and compliance standards for compliance with government standards of SOX, PHI and HIPAA requirements
- Created footprint model for office standards of furniture, equipment and appearance

Regional Facility Manager: (Phoenix, AZ)

ICI Paints

January 2004-January 2006

- Identified opportunities to decrease expenses and deployed cost control plans
- Conducted inspections of offices, warehouse, and retail space in collaboration with maintenance technician
- Cultivated Strong vendor and subcontractor relationships and negotiated favorable vendor relationships
- Oversaw multi-state rehab projects involving The Home Depot and their new build and refurbished locations

Branch Operations Manager: (Phoenix, AZ)

Enterprise Rent-A-Car

December 1997-December 2004

- Oversaw the business operations of 14 rental locations
- Negotiated leases and project costs for development of new branches
- Oversaw 25 managers and 50 rental trainees
- Forecasted and managed full budgetary responsibility for area rental offices

EDUCATION:

Arizona State University West B.A., Psychology, 1993 - 1996

Glendale Community College A.A., Business, 1991 - 1993

Apollo High School 1987 - 1991