IFMA™ Greater Phoenix Chapter
International Facility Management Association

Customer Service for FM's

Panelists:

Jim Stevens

Jim Stevens started his career in the moving industry on the trucks in the early 2000's and worked his way up quickly through project management. A 19-year industry veteran, in 2008 he joined the commercial services division with one of the most prominent contributors to the commercial moving industry, JK Moving. He was a keystone contributor to JK's growth, which went from $6M in top line revenues upon his arrival to $36M when he departed. In 2019, Jim moved his family to Arizona to partner with Justin Hodge and Josh Jurhill and began M3 Commercial Moving & Logistics. Team M3, in under 24 months in business, has achieve multi-million-dollar top line revenues serving clients in Phoenix and all over the country.

Jim is a former collegiate athlete, playing Division 1 soccer at Leigh University where he was a Regional All American forward, and became the 2nd tallest professional soccer player in the world when he signed a contracts with the Harrisburg City Islanders and Real Maryland Monarchs in 2006 and 2009 (same league as the Phoenix Rising).

Jerri Lynn Barnes

Jerri Lynn began her AEC career on a fluke meeting in 2017. Her ability to connect with others in a meaningful way landed her an introductory position at a national purchasing cooperative in Phoenix and the rest was history. She received her PBD certification through the BD Guild and ASU - Ira A. Fulton Schools of Engineering in 2019. With over 15 years across three major industries, she possesses a diverse range of experience and considers herself a "career volunteer" ready to help and learn from others.

Jerri Lynn is an essential member of the sales and marketing team at Pueblo Mechanical and Controls. She plays an integral role in the sustainability and growth of the education sector. Her position depends on 1 on 1 client and customer interface with facilities management, architects, engineers and general contractors.

She attributes her resilience in the AEC industry to the soft and interpersonal skills procured by relationship building and exceptional customer/client interaction.

Shelley Riley

Shelley has worked in the professional cleaning service and supply industries since 1985. She began her career working for a large local building service contractor where she gained invaluable experience in all facets of janitorial service and supplies, sales, marketing and management. When an opportunity presented itself in 1996, she started Maintenance Mart – a full service janitorial and facility supply company.

Shelley sold Maintenance Mart to Brady Industries in 2020 and is now a Division Manager for them focusing on national sales.

Very active in the community and the industry, Shelley is a longtime member of the Building Owners and Managers Association (BOMA), International Facility Management Association (IFMA), Greater Phoenix Chamber, Arizona Hispanic Chamber and the International Sanitary Supply Association (ISSA). Shelley is a former member of Valley Forward and the Entrepreneur Organization (EO).

Originally from Santa Fe, New Mexico, Shelley has lived in Arizona since 1985. She is married and has four sons and three grandchildren.