

To; Hiring Manager
From; Tony Knight, Hospitality Facilities Management Professional

Please accept this resume under consideration for your open Facilities position.

I have extensive experience with managing both single and multi-site hospitality and/or entertainment facilities. Functionality, environment, efficiencies and up-time are my primary areas of focus. Everything from temperature and airflow to ambient sound and the correlated color temperature of lighting. I'm committed to team building and playing a leadership role in getting others to enjoy their work. Dedication is great, but inspiration is better.

I grew up in a pizza shop, have owned and operated bars, and have been involved in the service industry in one way or another most of my life. There is much more to my experience than a one page resume can provide. Please consider me for an interview. I believe there are very few people that could impact your business the way I can.

There is much more to my experience than a one-page resume can provide. Please consider me for an interview so we can better evaluate the potential fit. I am available by phone and can be in Phoenix by appointment. I used to live in Mesa and I am returning to the area once my daughter leaves for Air Force basic training at the end of May. I have made several trips, looked at houses, joined the local IMFA chapter and found a slip for my boat. I am very excited for the move.

*I will be in Phoenix for interviews on Monday, April 15 and Tuesday, April 16.

Thank you for your time and consideration,

Tony Knight
616-293-0175

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616-293-0175 | mybartony@gmail.com



EXECUTIVE PROFILE

Hospitality Operations/Facilities Management Professional with extensive experience in multi-site, high security, and customer focused businesses. Vice President level administrator with over 20 years of operational and management experience. Adept at team building and culture cultivation.

CORE COMPETENCIES

- Facilities Management
- Project Management
- Business Improvement
- Electrical/Mechanical/Plumbing
- Energy Management
- Environmental Optimization
- Organization/Planning
- Team Building

FACILITIES MANAGER – John Ball Zoo and Aquarium, Grand Rapids MI (2018/2019)

- Supervise a diverse team of 8 professional maintenance technicians along with vendors and contractors across 3 shifts, 24/7/365.
- Facilitate the needs of various departments ranging from fleet maintenance to grounds, events, concessions, office staff, life support and animal containment.
- Site management of a 70 acre property in terms of facilities, appearance, safety and security.
- Created multiple policies and procedures to streamline and track departmental activities.
- Transformed a negative departmental culture into one of appreciation and service.
- Autonomously responsible for departmental budget, hiring, direction and records.

CONSULTANT – TKP Management, Grand Rapids MI (2017/2018)

- Guided hospitality clients through improvements in mental approach and efficiencies.
- Assisted clients with facility upgrades, contract negotiations, and vendor management.
- Participated in various bar-restaurant remodels and openings.
- Contributing member at Nightclub&Bar Show and National Restaurant Show.

OPERATIONS MANAGER – Goodrich Theaters, Grand Rapids MI (2000/2017)

- Directed physical plant, vehicle, grounds and operational matters for 30 locations across five states with three District Managers and a dynamic group of approximately 110 management personnel.
- Supervised a four-man team of Corporate Operations Specialists based in West Michigan that assist any development, rollout, or specialized maintenance procedure required company-wide. Including but not limited to HVAC controls, energy management, and safety.
- Integral part of the design and construction phases for multiple simultaneous building projects with budgets ranging from two to 20 million dollars.
- Implement various innovative processes, upgrades, or changeover plans concurrently on a regular basis. Costs are in the millions of dollars and require the management of 1000's of hours of staff time.
- Took a lead role in the design and construction of the company's first full service restaurant.

ADDITIONAL CONSIDERATIONS;

- Member - International Facility Managers Association (IMFA)
- Member - Phoenix IMFA Chapter
- Member - Fraternal Order of Police
- Member - American Legion
- Welcome Home Committee – Habitat for Humanity
- Certified ServSafe Manager
- OSHA Certification (May 2019)
- Current CPR/AED
- USMC Veteran (90/95)