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Property and Facilities Manager with an excellent and wide-ranging general technical background, and a clear progression to positions of increasing accountability. Well rounded management skills, prefers to lead by example. A highly motivated self-starter who is able to learn quickly and adapt to change easily. Skill development from intensely customer-focused environments. An effective communicator, both orally and in writing, with a high level of initiative and proven problem-solving ability.

Core Competencies Include:

► Contract service formulation, negotiation, implementation and management ► Service level design, implementation and management ► Budget planning and reconciliation ► Customer service ► Risk analysis and control ► Operations management ► Project management

Professional Objective

To achieve RPA or FMA certification via BOMI and use this enhanced skill-set to the benefit of an employer and his clients.

RECENT EMPLOYMENT AND EXPERIENCE

September 2003 – June 2010

General Manager for family-owned wholesale and retail business, yearly turnover of MXP\$5 million (C\$500,000), increasing by 15% on annual basis. ► Organize and direct 9 staff (across 3 stores and a warehouse) ► Plan and organize business development ► Control inventory purchases ► Manage supplier base of around 60 companies ► Administer payroll ► Responsible for all property maintenance ► Planned and organized an ongoing program of renovation and rearrangement for the retail facilities resulting in significant improvements in operational efficiency, traffic flow and appearance ► Planned and organized warehouse remodelling which decreased stock losses by 10% and increased stock-holding capacity.

September 2001 – September 2003

Facilities Manager - National Asthma Campaign: ► Responsible for recruitment, organization and development of 6 staff ► Planned and managed annual budget of £500,000 (C\$5 million) ► Planned, organised and directed all building maintenance, mail room and print support services, records storage, health & safety policy implementation and monitoring ► Advised and reported to the Board of Trustees on matters concerning insurance, building acquisition and investment policy, security and risk analysis.

- Reduced departmental overhead by 20% in first year and reduced headcount in second year while implementing and improving service levels
- Ordered by Chief Executive to determine and report organizational cost-savings potential.

February 2000 – September 2001

Property Manager - Insignia Richard Ellis: Managed building services and tenant issues for a variety of institutional clients over multiple sites. ► Directed a portfolio of 9 properties with a combined service charge of £1.5million (C\$15 million). ► Assisted other professionals in related disciplines as required ► Designed and implemented tenant help-desk system for major client base.

Key responsibilities included:

- Specify, organize and manage contract maintenance services (cleaning, engineering, repairs, etc.)
- Plan and regulate operating budgets, monitor expenditure and prepare reports for owners as required
- Advise owners and tenants on relevant health, safety and environmental issues to ensure compliance with legal requirements
- Attend tenant meetings as owner's representative, respond to tenant's queries and requests
- Perform scheduled site inspections and report to owner's requirements

November 1996 – February 2000

Working independently on a consultancy basis, commissions included:

- **London Regional Transport – Premises Manager.** Generated opportunities to develop, promote and implement improvement strategies in all property services to encourage a 'commercial culture' within the organisation.
- **NatWest Bank - Facilities Manager,** part of organizational restructure team:
 - Formulating, promoting and applying service policies and providing practical changes
 - Liaison with Project professionals (architects, engineers etc.) for planning and implementation of renovation works
 - Help-desk set up, development and implementation of systems for service delivery
 - Development and implementation of basic control systems for site budget and work requests
 - Provision of agreed services, improving from standard where necessary
 - Supplier and contractor management - development of basic audit systems and proposals for contract changes where necessary
 - Staff management of Post Room, Security, facilities assistant - basic personnel and management issues including hiring, disciplinary, sickness and personal development.
 - Liaison with local management to ensure service standards and expectations were being met, discuss improvements and changes.
- **IPC Magazines – Asst. Project Manager** for renovation project covering 30 floors of a 'live' building
- **Orange plc** – Developing, planning, formulating and implementing facilities management strategies for a new European executive office, including renovation and move-in work, help-desk set-up and contractor liaison.

March 1996 - November 1996

Site Facilities Manager - George S Hall Ltd, under contract to British Airways at their Centre for Combined Operations in Heathrow Airport. Key responsibilities included:

- Direct management of contract and 11 site based employees, 24 site based sub contractors
- Act as first point of contact to client and their staff
- Develop, formulate and implement strategies to increase and improve service levels
- Develop, formulate and implement cost savings programmes and monitor service delivery to ensure maximised value for money
- Preparation of performance measurement figures and internal audits
- Deal with customer concerns and ensure issues were resolved satisfactorily
- Ensure all staff follow health, safety and environmental guidelines

October 1994 - March 1996

Property Administrator - St Quintin Chartered Surveyors. Primary responsibilities to a portfolio of 10 properties totalling 250,000 sq.ft. with a service charge roll of £1 million (C\$10 million). Responsibilities included:

- Specify, procure, administer and monitor contract services (cleaning, engineering, repairs etc)
- Set operating budgets and monitor expenditure
- Prepare tenant expenditure statements and monitor service charge collections
- Ensure landlord and tenant compliance with relevant health and safety statutes and ensure compliance with landlord's insurer's requirements
- Convene and attend tenant meetings as landlord's representative
- Respond to tenant's queries and requests
- Perform regular site inspections and complete landlord's requirements

EDUCATION

Bachelor of Science (Joint Honours), Information Systems & Management
Birkbeck College, University Of London (1998-2002)

"Live and act within the limit of your knowledge, but keep expanding it to the limit of your life" Ayn Rand