

## CONSTRUCTION MANAGEMENT

Exceptional management professional with extensive experience in residential and commercial construction. Expertise in construction plan development and operations management; oversee projects and schedules, coordinate design, and construction processes. Manage trade contractors to ensure quality, ongoing production, and compliance to safety regulations. Support high priority projects, drive teams toward top-level objectives, and maximize bottom line results. Background includes a four-year carpentry apprenticeship covering residential and commercial construction.

## AREAS OF EXPERTISE

Strategic Planning . . . . . Project Management . . . . . Change Management  
Blueprint Review . . . Material Layouts . . . Subcontractor Management  
Quality Control . . . Material Take Off . . . Process Improvements

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## PROFESSIONAL EXPERIENCE

### **Field Operations Manager** | NATIONAL INSTALLATION SERVICES, Topeka, Kansas – 2003 to Present

Led high performance teams in execution of daily operations and managed the overall strategic planning, development, and launch of the organization's new Installation Services Business Division. Planned, developed, and delivered comprehensive staff trainings that ensured standardized operations and optimal support of national initiatives. Set rigorous expectations and monitored staff performance.

#### **Delivered Results:**

- Designed and delivered the IS installer recruitment and training program. Traveled to sites internationally to train staff at fabrication plants and sales offices. Met critical launch deadlines and exceeded organizational expectations.
- Set policy, implemented policy changes, and wrote the division's policy and procedures manual.
- Managed licensing and certification requirements for installers.
- Monitored installer quality of work and service standards. Maintained an installer service database and disseminated information across all regions.

### **Operations Manager** | HOME SOLUTION, Topeka, Kansas – 2000 to 2003

Selected a high performance installer base and managed staging and installation of customized closets, home offices, entertainment centers, and garage cabinets. Collaborated with designers, installers, and outside contractors in advancement of key projects. Supported designers selling in excess of \$70,000 in products per month.

#### **Delivered Results:**

- Reviewed designer drawings and blue prints for special orders and for projects that required subcontractor outsourcing.
- Placed special orders for materials with manufacturers and sub-contractors.

**Operations Manager, Continued**

- Reviewed plans and generated pull lists for warehouse inventory selection.
- Managed 7,000 square foot warehouse inventory levels and collaborated with the warehouse manager to ensure proper inventory levels.

**Business Partner** | ANA'S INTERIORS, Topeka, Kansas – 1998 to 2000

Expanded from a small furniture upholstery business to a retail fabric store that increased showroom and workspace to a 3,000 square foot facility with over \$75,000 worth of inventory. Produced custom window treatments and custom made furniture.

**Delivered Results:**

- Consulted, measured, and installed window-covering fashions from a diverse group of suppliers.
- Conceptualized, built, and installed custom-made cornice boxes.
- Worked closely with clients to resolve challenging window treatment issues. Developed innovative designs and consulted on fabric selection and furniture design.

**Systems Analyst** | TOPEKA CONSULTING, Topeka, Kansas – 1997 to 1998

Performed systems analysis, maintenance, and design on key client assignments for top clients including Otto Energy, Strategy Tech, and the San Luis Obispo Virtual Office Initiative.

**Delivered Results:**

- Demonstrated the system's exceptional features and the advantages in utilizing the SAP system.
- Determined client system requirements, devised business event scripts, and provided on-site client support.

**EDUCATION, TRAINING**

CALIFORNIA POLYTECHNIC STATE UNIVERSITY, *Bachelor of Science, Industrial Technology*

INTERIOR DESIGNERS INSTITUTE, Newport Beach, California, *Interior Designer*

**CERTIFICATIONS**

CALIFORNIA TECH, *Certificate of Carpentry*

Fashions Shoppe & Shoppe Plus

Power and Performance

Shutter Technician

Master Level Shutter Installer

Certified Professional Installer