

HOLLY FRENCH, FMP

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CERTIFIED FACILITY MANAGEMENT PROFESSIONAL

Innovative and results-oriented with experience in facilities management, office management, building services management, vendor management, event planning and management, project management, and emergency management. Certified Facility Management Professional (FMP) through IFMA International. Comprehensive building services management experience including janitorial, landscape, HVAC, MSDS/OSHA, space planning, renovations, asset management, work orders and preventive maintenance programs with staff and vendors.

AREAS OF EXPERTISE

Management and Leadership ♦ Project Management ♦ Vendor Management ♦ Contract Negotiation ♦ Event Planning and Management ♦ Office Management ♦ Process Analysis and Improvement ♦ Budgeting ♦ Cost Reduction Initiatives ♦ Office and Safety Policies and Procedures ♦ Emergency Management ♦ Space Planning

PROFESSIONAL EXPERIENCE

ORANGE COUNTY CHAPTER OF IFMA, Orange, CA

2008-Present

Non-profit association supporting Professional Facility Managers.

Volunteer

Currently serving as a volunteer Chapter Vice President (2009-present), working closely with the Chapter President and Chapter Administrator to promote successful chapter operations. Additional Responsibilities: As needed, serve as presiding officer at general and executive meetings; Supervise and provide support to 5 committees; Coordinate annual strategic planning sessions; Assist with preparation and revision of annual budget and contract management; Succession planning through recruitment of new committee chairs; Represent Chapter at World Workplace conference. From 2008-2009, served as a volunteer Executive Director at Large in preparation for becoming a Board Officer. Provide input on chapter matters. Provide chapter support in revision of operational policies and procedures, and job descriptions.

THE BELL TOWER FOUNDATION, Rancho Santa Margarita, CA

2004-2008

Non-profit foundation responsible for operation of the Bell Tower Regional Community Center, serving southeastern Orange County, providing programs, services, and rental space to area residents and businesses.

Facility Manager/Operations Support

2007-2008

Assumed Operations Support role while retaining Facility Management duties. Responsible for all independent contractors, oversight of classes/programs, and managed variety of special projects for executive staff.

- Managed 30+ independent contractors and 3 partner organizations providing classes and programs at the community center. Oversaw communications and support to internal and external customers. Administered confidential background investigations for all contractors.
- Implemented cost reduction initiatives in supply management and energy management resulting in 50% reduction in supply expenditures and 30% reduction in energy consumption.
- Drafted and modified agreements, waivers, releases and other documents for approval by foundation's legal counsel. Documents include contract agreements and liability waivers.

Facility Manager 2004-2007

Managed 25,500 sq. ft. facility from final construction punch list to full operation. Managed building systems, security, IT equipment/services, PBX system, and integrated A/V systems. Prepared annual department budget. Provided training to internal and external customers on building systems. Supervised 20+ contractors performing building services and renovations, and a staff of 2.

- Negotiated, developed, executed and supervised contracts with 10+ companies and 10+ service providers, including RFP and RFIs.
- Managed recycling initiative to comply with State mandate resulting in 25% reduction in landfill footprint.
- Solicited bids and prepared support materials for grant applications for facility renovations.
- Oversaw Emergency Management education and planning for facility.
- Event planning and management including staffing, vendor coordination, logistics, security, activities and sales. Events sometimes included external partners with attendance from 50 to 15,000 people.

THE WALKING COMPANY, Southern California

2002-2004

Assistant Manager/Salesperson for a nationwide high-end comfort footwear retailer.

WOODBURY UNIVERSITY, Full time Bachelor of Science Candidate, Burbank, CA

1999-2001

Managed full course load in Business and Management studies to graduate Summa cum Laude.

EDUCATION

Bachelor of Science – Business and Management – Summa cum Laude – Woodbury University
Facility Management Professional (FMP) Credential – International Facility Management Association
Certificate in Facilities Management – University of California, Irvine
National Incident Management System (NIMS) – IS 100, IS 235 and IS 700
Standardized Emergency Management Systems Training (SEMS)

SOFTWARE PROFICIENCIES

- ◆ Microsoft Office Suite 2003 and 2007 (Outlook, Word, Excel, PowerPoint, Publisher)
- ◆ MS Visio, Adobe Professional, and custom/proprietary programs ◆ Windows 98, 2000, XP and Vista

PROFESSIONAL AFFILIATIONS

International Facility Management Association (IFMA), Orange County Chapter – Vice President 2009-10, Executive Director at Large 2008-09, Chapter Level Awards Chair 2008-09, Sponsorship Co-chair 2007-09, Strategic Planning Committee 2007, 2008

Alpha Sigma Lambda – National Honor Society – Business Administration – Member
Delta Mu Delta – National Honor Society – Scholastic Achievement for Nontraditional Students – Member