

KATHLEEN SAID

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OFFICE/FACILITIES MANAGEMENT

Resourceful and creative professional with over 10 years experience in various office environments from privately held corporations to Fortune 500 companies. Highly skilled in project coordination and customer service with a focus on maximum efficiency and profitability. Strong ability to work effectively with all levels in an organization and with all outside vendors. Outstanding interpersonal, communication and organizational skills, coupled with a work ethic that reflects a positive attitude, personal integrity and dependability. Demonstrated ability to consistently meet and exceed performance objectives. Key competencies include:

Facilities Management
Tenant Improvements
Budget Planning/Review

Vendor Liaison
Office Relocation
Team Management

PROFESSIONAL ACCOMPLISHMENTS

OFFICE/FACILITIES MANAGEMENT

- Managed daily operations of Corporate HDQ and branch offices
- Managed and directed workflow of administrative staff in reception and mailroom-copy center to ensure balanced distribution of work load
- Trained staff on all office procedures and equipment established consistent procedures throughout company
- Negotiated 40% discount on basic office supplies
- Planned and implemented district and regional meetings at local and offsite locations for groups of 45 to 150 people.

OFFICE RELOCATION/TENANT IMPROVEMENTS

- Managed five field office relocations (local and interstate) and three Corporate HDQ's relocations included interactions with corporate real estate, site inspections, design firms, contractors and all other vendors.
- Relocations completed on time and over weekend with minimal disruption to daily operations.
- Managed construction of approximately 40 branch offices (local and interstate) and Corporate HDQ totaled 250,000 square feet; increased Company presence and accessibility

CUSTOMER SERVICE

- Sales operation coordination; primary contact with customer for all required paperwork
- Product specification, proposal creation, tracked product
- Set up new accounts in company software system
- Interfaced with accounting department on all credit processing and review of client paperwork
- Coordinated furniture delivery with distribution center, client and property manager
- Managed all short term rentals (one month or less) with hotels and event planning companies included furniture selection with clients
- Invoiced, audited payables

PROFESSIONAL EXPERIENCE

Independent Consulting

- Office Services/Facilities 2009-present

Corporate Business Interiors (contract office furniture dealership)

- Project Coordinator 2008-2009

Systems Source, Inc. (contract office furniture dealership)

- Sales Assistant 2007-2008
Customer Service

Fashion Furniture Rental (office/residential furniture rental)

- Project Coordinator 2006-2007

Medici Foundation at the Cancer Center of Irvine (non-profit)

- Foundation Coordinator 2004-2005

Town & Country Credit Corporation (mortgage lenders)

- Facilities Manager 2001-2004

Independent Consulting 2000-2001

- Move management
- Project supervision
- Facility improvement

SCA Consulting (Compensation/Benefits)

- Office Manager 1999-2000

Entergy Power Group (International Power Development)

- Office Manager 1997-1999

EDUCATION

STATE UNIVERSITY OF NEW YORK, Buffalo, NY
Bachelor of Science, Education

PROFESSIONAL TRAINING / COMPUTER SKILLS

Supervisory Certificate Program - Employers Group
Supervision Program - RR Donnelley

Proficient in Microsoft Word, Excel, MS Outlook, Internet Search,
Accuterm (Online sales quote input system/inventory tracking),
Team Design, 20-20 (CAP - furniture specifying program), Quickbase