

# NORMAN CALDERARA

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## MAINTENANCE AND OPERATIONS MANAGER

### *Preventive and Predictive Management / Environmental Compliance / Contract Strategies*

Talented, results-producing facilities professional with a proven track record of achieving business goals and objectives through successful strategic planning and operations management. Broad experience in fast-paced, high-tech environments, utilizing expertise in customer service, quality management, safety training, cost control, and troubleshooting problems to their successful resolution. Drive process improvements by implementing key cost and labor efficiency programs. Solid leadership skills; able to build and motivate top-performing facilities teams. Adept at establishing effective communications with management, vendors, and internal departments to coordinate overall facilities operations efforts.

Strategic Planning  
Project Planning  
Staffing, Team Building and Management  
Vendor Relations and Management

Budget Development/Administration  
Field Operations  
Service Level Development  
Problem Identification and Troubleshooting

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## PROFESSIONAL EXPERIENCE

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### *Intel Corporation* ~ Folsom, CA MAINTENANCE AND OPERATIONS MANAGER (5/01 - 7/06)

Managed Intel's maintenance and operations program for Folsom and Sacramento sites, including complex HVAC and electrical support systems, fire life safety systems, and general building services. Coordinated facilities maintenance for 2.4M sq. ft. of test floor, lab, and office space occupying 7,900 employees. Developed and managed annual expense and capital budgets totaling \$4.4M. Supervised staff of 13 technicians, 2 engineers, and 1 building services supervisor. Generated IMBO for staff and conducted semi-annual and annual performance evaluations. Collaborated with the Environmental Health and Safety Representative to coordinate all OSHA, Intel Risk Management, and Intel Technical Safety training. Developed and managed California/Sacramento environmental compliance processes which included storm water pollution prevention, chemical use reduction, and emissions control and tracking. Ensured conformity to all applicable local, state and federal regulations, including OSHA.

#### **Accomplishments:**

- Due to strong budgeting and spreadsheet skills, I was asked to consolidate the budgets for Planning, Engineering, Utilities, Contracted Services, Building Services and Operations. **Submitted the \$25M budget to the California Site Manager with an analysis of opportunities, risks and spends targets.**
- Received **World Class Award** for cost of service and service level by Andrew Guerin & Associates Taxation and Business Advisors and Mazzetti & Associates Consultants and Engineers.
- My Maintenance and Operations Program **serves as the benchmark for cost per sq. ft.** for all domestic sites, with the annual cost of service target based on my budget.
- **Developed and negotiated lease terms** for operations support for a 250K sq. ft. leased office space, creating operations scope that met Intel standards for Indoor Air Quality and HVAC system reliability.
- **Chaired the development and implementation of facilities maintenance service level agreements** with IT, manufacturing and test data centers for Intel's America, Europe, and Asia regions and created a standard for data center service support and response time. **Established clear financial support system infrastructure** for maintenance, upgrades and depreciation.
- **Developed information security protocols** for Sarbanes and Oxley Act compliance, standardizing Facilities Management System access and the access approval process for Intel's America region data centers.
- **Enhanced work activity coordination and technician performance management** by implementing a CMMS system (Maximo).
- Generated emergency response procedures for all facilities-related incidents, **effectively decreasing emergency response time and improving the quality of responses.**
- Implemented web-based Building Management System (BMS) with remote access to support increased labor-effectiveness and improved quality of maintenance.
- **Provided input for new construction design of a 1M sq. ft. facility** for office space, data center and test floor. Recommended best known designs, including critical system redundancy, to minimize maintenance-related downtime. **Negotiated bid package** to include free training.
- Implemented energy conservation programs that **reduced site utility bill by \$700K (11%) annually.**
- Cited as **"Best in Class" by the Sacramento Metropolitan Air Quality Management District** for generator maintenance and emissions compliance.
- Consolidated Intel California campus (5.4M sq. ft.) vended service agreements for UPS, RO/DI, and generator maintenance, which **standardized scope of services and slashed costs by 11% annually.**

*Intel Corporation, Continued*  
**BUILDING SERVICES MANAGER** (5/94 - 5/01)

Managed contracted services for custodial, recycling, landscape, mail, reprographics, and food services, including scope development and annual contract renewal in support of 1.6M sq. ft. of test floor, lab and office space. Developed and managed \$1.4M annual expense and capital improvements budget.

**Accomplishments:**

- Developed the Folsom site's recycle program, which **achieved 50% recycling versus waste**.
- Utilized Supplier Continuous Quality Improvement (SCQI) program as a supplier management tool, generating virtual self-management of quarterly business plans, quarterly improvement targets, and program performance audits.
- **Developed and negotiated world-wide reprographics contract with Xerox worth \$12M in spends.** Contract provided discount structures for volume and type of equipment used.
- Implemented Supplier Continuous Improvement programs to **improve vendor performance**.
- **Coordinated capital projects** including replacement of a 200K sq. ft. roof and replacement of 700K sq. ft. of carpet.
- Created and managed a central action line for non-urgent customer requests and tracked requests for continuous improvements.
- **Budgeted and coordinated common area building renovation projects** for café remodels, lobby upgrades, and complete building recarpeting.
- **Served as backup for Facilities and Engineering Manager** and served on Emergency Ops Committee.

*Mentor Graphics ~ San Jose, CA*  
**SENIOR FACILITIES PLANNER** (4/88 - 5/94)

Developed and managed preventive maintenance and repair measures for a 124K sq. ft. R&D facility, including HVAC, electrical, janitorial, plumbing, grounds, reprographics, landscape and architectural features.

**Accomplishments:**

- **Evaluated, installed and managed Schlage security system**, encompassing employee photo ID badges, card access system and video surveillance system.
- **Developed emergency response procedures** for fire, life safety, and natural disasters.
- Supervised shipping, receiving and receptionist personnel and functions.
- Contracted and supervised all vendors, managing all new construction, tenant improvements and relocations.
- Managed Rolm 9751 PBX, Octel Aspen Voicemail, and CLI Video Conferencing System.
- Asked to stay on when Mentor Graphics bought out *Silicon Compiler Systems* in 1990.

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**COMPUTER SKILLS**

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Proficient in Microsoft Word, Excel and PowerPoint. Working knowledge of Microsoft Project.

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**EDUCATION**

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**Bachelor of Science, Business Administration** ~ University of Phoenix ~ San Jose, CA (1994)

*References provided upon request.*