

# GAIL KLOTZ

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## FACILITIES MANAGER

*Positive, self-directed & task driven professional able to manage multiple sites across regional territories*

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**PROJECT MANAGEMENT • CONSTRUCTION / RENOVATION • OPERATIONS OVERSIGHT  
TEAM BUILDING / LEADERSHIP • BUDGETING / COST CONTAINMENT**

## PROFILE SUMMARY

- **Creative, out-of-the-box thinker** with a solid work ethic and natural leadership capabilities to support overall organizational goals for growth and profitability through effective project management.
  - **Demonstrated ability to take charge of a project and see it through to completion** while providing all deliverables on schedule and ensuring every project is completed on target and within prescribed budget.
  - **Decisiveness and sound judgment in formulating complex business decisions** combined with vision and demonstrated capacity for identifying and capitalizing on opportunities to maximize cost control and affect process improvements.
  - **Focus on bottom-line profitability** by monitoring and ensuring facilities, equipment and personnel performance align with overall organizational goals.
  - **Computer proficient** in: *Windows XP/Vista; Microsoft Office: MS Word, Excel, Outlook, PowerPoint; Internet/email; and moderate proficiency in: AutoCAD and MS Visio.*
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## EDUCATION & TRAINING

### B.A. DEGREE – ORGANIZATIONAL LEADERSHIP

CHAPMAN UNIVERSITY

3.0 •

2008

Orange, CA

### SPECIALIZED TRAINING

- **Certificate: Supervision & Management**, UC Davis, Davis, CA.
  - **Facility Management Professional Certification**, International Facility Management Association (IFMA) Sacramento, CA.
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## PROFESSIONAL EXPERIENCE

### OPERATIONS MANAGER

REGUS MANAGEMENT GROUP

07/ 2008-07/ 2009

Sacramento, CA

*World's largest provider of workplace solutions including fully furnished, equipped and staff offices, world-class business support services, meeting conference/training facilities and the largest network of videoconference rooms; (<http://www.regus.com/>).*

- Effectively managed a 50,000 sf. center within a low-rise building which included governing a range of operations and administrative functions for the facility—budget management, CSR supervision, and maintenance vendor oversight.
- Supported the center's GM by providing innovative marketing strategies to increase occupancy levels and by assisting with sales calls and facility tours.
- Processed A/P-A/R, generated, reconciled, and distributed 200 client invoices on a monthly basis, and performed collections on delinquent accounts.

**ASSISTANT FACILITIES MANAGER**

CB RICHARD ELLIS (*Boston, MA*)

11/ 2007-03/ 2008

Sacramento / Walnut Creek, CA

*A multinational real estate corporation this is the world's largest commercial real estate services firm that ranked 11th on the BusinessWeek list of top 50 companies and 404th on the Fortune 500; (<http://www.cbre.com/EN>).*

- Assisted in all facets of facilities management for two locations—a 100,000+ sf. space in a downtown Sacramento high-rise and 25,000 sf. building in Walnut Creek—commuted between sites on a weekly basis.
- Successfully coordinated facility maintenance which included oversight of third party vendors engaged in HVAC, modular furniture, electrical, voice, data, and telecom equipment, generator equipment, installation, repairs, and maintenance.
- Managed computerized maintenance system tickets and related workflow; opened, assigned, and closed as each request was completed.
- As a Project Management Committee member, worked closely with the CBRE PM, Boston VP of Real Estate, an architect, and a local general contractor for two new floor additions in Sacramento.
- Additionally was a member for the Emergency Evacuation Team and Event Planning Committee, served as primary liaison for all space planning/moves, and maintained A/P and budget process.

**FACILITIES MANAGER**

STATE STREET

07/ 2007-11/ 2007

Sacramento, CA

*World's leading provider of financial services to institutional investors with \$16.4 trillion in assets under custody and administration and \$1.6 trillion under management; (<http://www.statestreet.com/>).*

- Provided distinctive management for 100,000+ sf. of space in a downtown Sacramento high-rise and 25,000 sf. in a Walnut Creek building—commuted between sites to ensure smooth, seamless operations at all times for 500 employees.
- Assigned third party maintenance vendors to ensure all facilities operating equipment (*HVAC, furniture, telecommunications equipment, etc.*) were kept in good working order to ensure maximum comfort for personnel.
- Prepared weekly status reports on the facility, managed the facility budget, and regularly attended weekly meetings with senior management to discuss any and all facility related issues.
- During tenure, the company was growing quickly, both in space and employees, so it was necessary to personally manage several large projects—brought those all in on time and within budget.
- Supervised security systems and managed staff engaged in provision/update of employee badges to maintain strict access control and the highest level of safety and security.
- Significantly improved efficiency and cost-effectiveness of employee moves, additions and changes by initiating centralized facility modifications—personally MAC orders as well.
- Played an integral role in establishing a recycling program for the building including offices on 25 floors of the downtown Sacramento high-rise.

**ADDITIONAL EXPERIENCE**

- **Facilities Manager**, Investors Bank & Trust, Sacramento, CA, (company purchased by State Street) 10/ 2001-07/ 2007
- **Operations Manager**, K&G Construction, Inc., Sacramento, CA, 12/ 1998-10/ 2001.

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**PROFESSIONAL ASSOCIATIONS**

- **Member – Sacramento Chapter, IFMA**, Sacramento, CA 2006-Present.
- **Member – Sacramento Chapter, Project Management Institute (PMI)**, Sacramento, CA, 2009 -Present.
- **Member – Northern California Chapter, U.S. Green Building Council**, Sacramento, CA, 2009-Present.