

THOMAS CLARK

Address ▪ Contact Number ▪ Email Address

SUMMARY OF QUALIFICATIONS

Accomplished, multi-faceted, and motivated professional with broad experience in directing all facets of business operations, including facility and project management. Proven record of success in developing plans and implementing projects while ensuring adherence to budget and timeframes. Highly adept at initiating strategies essential to improve work efficiencies and strengthen overall operations. Demonstrate exceptional skills in supervising and motivating teams to deliver peak performance toward a common goal. Possess outstanding communication and leadership skills combined with great work ethics and commitment to excellence.

AREAS OF EXPERTISE

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| <input type="checkbox"/> Operations and Facility Management | <input type="checkbox"/> Project Implementation and Administration |
| <input type="checkbox"/> Strategic Planning and Goal-Setting | <input type="checkbox"/> Budget Administration |
| <input type="checkbox"/> Staff Training and Development | <input type="checkbox"/> First-Rate Customer Service |
| <input type="checkbox"/> Relationship Management | <input type="checkbox"/> Continuous Process Improvements |

PROFESSIONAL EXPERIENCE

Verizon Wireless, Irvine, CA

OPERATIONS / FACILITIES MANAGER

INCLUSIVE DATES

- Facilitate efficient operations and facility management to office, call center, data center, and warehouse facilities within Southern California Region
- Author project and implementation plans while ensuring timely completion of facility projects without affecting business operations
- Work collaboratively with cross-functional teams and develop cost-reduction strategies and programs; interface with internal customers and facility service providers
- Assess, validate, and approve building expenses charged by property managers and landlords; identify issues and formulate viable solutions to minimize cost
- Provide strategic leadership to diverse staff in developing work programs and plans; monitor and ensure continuous flow of communication and facilitate training to staff
- Manage all aspects of security and safety management programs and operations at all facilities
- Collaborate with customer departments and regional real estate manager in assessing and identifying business needs and requirements
- Play a pivotal role in ensuring compliance with all applicable policies, rules, regulations, and laws

Notable Contributions

- Effectively administered \$22 million annual budget and oversaw all office services through 3rd party vendors, which includes mail room, copy center, and coordination of records
- Directed full spectrum of facility program encompassing response planning and implementation, life-safety, security, transportation, and energy conservation
- Successfully established and cultivated working relationships with clients, vendors, and staff to facilitate exceptional vendor and property management performance
- Led the successful implementation of processes and strategies to improve efficiencies, cost effectiveness, and deliver high quality services to attain customer satisfaction
- Instrumental in implementing key performance measurements throughout the region ensuring effective value generation and benchmarks with outside organizations and other Verizon Wireless regions

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GTC Telecom, Costa Mesa, CA

PROJECT MANAGER

JAN 2004-NOV 2005

- Spearheaded efforts toward successful product launching with 40% profit margin and expected to generate \$2 million annual revenues
- Performed cost / revenue analysis forecasting for short- and long-term goals
- Achieved annual corporate savings of \$500 thousand by proper allocation of non-essential services to top vendors

Sprint PCS, Los Angeles, CA

MARKETING ANALYST

JUN 1999-OCT 2003

- Managed administration of \$3 million sales and marketing budget for deploying more than 500 outside sales representatives
- Demonstrated exceptional performance in developing Excel and Access database essential to monitoring sales performances
- Executed and oversaw market research models to forecast and track customer trends

Home Planners LLC, Tacoma, WA

MARKET RESEARCH ANALYST

FEB 1998-MAY 1999

- Conducted extensive research on national construction market to estimate residential design and blueprints
- Assumed full responsibility in maintaining, storing, and regulating accurate material cost database

MILITARY SERVICE

U.S. Army, Korea / Fort Lewis, WA: 1994-1998

EDUCATION

MASTER OF BUSINESS ADMINISTRATION: 2003

Claremont Graduate University, Peter Drucker School of Business, Claremont, CA

BACHELOR OF ARTS IN HISTORY: 1992

University of California at Los Angeles, Los Angeles, CA