

PATRICIA A. CHILDERS

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FACILITIES MANAGER

Award-winning Certified Facility Manager (CFM) and Facilities Management Administrator (FMA) with more than 12 years of expanding responsibilities and notable successes in providing comfortable and productive working environments. Expert in planning and directing projects as well as managing all-encompassing department budgets. Proven leadership and creative problem-solving skills. Team player.

Expert in reducing costs while maintaining quality during negotiations for various service contracts for janitorial, landscaping, equipment, maintenance, courier, construction projects, and office supplies.

EXPERTISE

- Project Management
- Routine & Preventative Maintenance
- Resource Management
- Planning & Scheduling
- Budgets & Cost Containment
- Contract Negotiation
- Staff & Contractor Supervision
- Regulatory Compliance
- Safety & Security
- Banking Administration

CAREER PROGRESSION & ACHIEVEMENTS

Corporate One Federal Credit Union, Columbus, Ohio

1992 – present

*A leading wholesale financial services provider to nearly 800 of America's credit unions,
Corporate One is one of the nation's largest corporate credit unions with more than \$4.B in assets under management.*

Assistant Vice President Facilities Management (1999-present)

Develop and oversee the routine and preventative maintenance of a corporate office building of 37,000 sq ft (which includes a 24/7 data center), a business recovery site of 10,000 sq ft, grounds, equipment, and automobile fleet, all with an aggregate value of \$3.5M. Coordinate and evaluate space planning and remodeling improvements; negotiate vendor contracts for services and long-term lease arrangements. Plan renovation projects; recommend capital improvement projects. Implement green initiatives such as LEED. Maintain fire suppression systems. Supervise 3 direct reports and 50+ outside vendors.

- Originated the Facilities Support Department and developed standards for providing services to staff.
- Winner of BOMA's local TOBY award (The Office Building of the Year) under 100,000 sq. ft. in 2007. Also 2007-08 North Central Regional winner and one of 6 competitors at the international level.
- Developed SEED (Sustainable Environmentalism Enhanced Daily) Program, which reduces, reuses, and recycles resources such as water, electric usage, paper, paper products, paints, and light bulbs.
- Have reduced electric consumption by 94,080 KWH and water consumption by 100,000+ gallons since 2007.
- Managed \$400,000 project to improve air handling and power management adding redundancy UPS and CRAC units to data center. Project completed on time and within budget.
- Managed \$38,000 backup generator project for the business recovery site. Completed under budget.
- Developed company standards for purchasing, use, and disposal of company vehicles.
- Developed company standards for company cellular phones and broadband cards.
- Developed Emergency disaster guide and emergency plan. Maps designate evacuation routes, fire extinguisher, and shelter locations.

Office Manager –Facilities (1997-99)

Coordinated activities related to construction of a new corporate facility described above. Organized move of employees, equipment, supplies and company property while maintaining former facility in good working condition at minimal expense to promote its quick sale.

- Completed building on schedule and under budget. Successfully moved staff and equipment in two phases with minimal disruption.
- Former building sold within one year after relocation at a fair market price.
- Won promotion to Assistant Vice President of Facilities Management.

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Corporate One Federal Credit Union, Columbus, Ohio (continued) ...

Photocopy Supervisor (1996-97)

Coordinated and directed activities of the Photocopy Department. Established service levels and quality standards.

- Restructured department by developing individual goals, setting quality standards, organizing daily workflow. Achieved our 24-hour completion goal and improved overall member satisfaction by aligning staff, nurturing individual accountability, and incorporating teamwork.

ADDS (Access Daily Deposit Service) Coordinator (1995-96)

Developed and delivered training classes and manuals for new users of ADDS. Resolved bank related incidents, maintained billing and activity records. Coordinated courier, armored car and related services meeting implementation schedule. Corrected bank errors and charged proper billing, generating fee income. Prepared statistical reports summarizing number of users, cash deposited, and number of items processed.

- Increased new users by 28%.

CUFS / Reconciliation Coordinator (1993-95)

Developed Account Reconciliation and CUFS (Credit Union Financial System) products. Created policy and procedures governing each product. Designed user materials, manuals, and application enhancements. Marketed products to credit unions.

Pro-Active Member Service Representative (1992-93)

Developed account relationships for five credit union chapters. Assisted with account, copy, wire transfer and investment requests.

- Increased revenue by promoting services such as cash concentration, wire transfer, ACH, business checking and certificate purchases. Maintained certificate renewals by personally calling credit unions with rate and reinvestment information.

COMPUTER: MS Office (Word, Excel, PowerPoint), Lotus Notes, Internet, e-mail. Some AutoCAD Lite, and DX8100Client (ADT CCTV software)

CERTIFICATIONS & AFFILIATIONS

Certified Facility Manager (CFM) – International Facility Managers Association (2009)

Certified Facility Manager Japan (CFMJ) (2009)

Facilities Management Administrator (FMA) – BOMI International (2007)

Facilities Management Certificate of Concentration, Columbus State Community College, Columbus, OH (2002-04)

IFMA (International Facility Management Association)

- IFMA Central Ohio Chapter Member
 - o 2009 / current Member Community Service Committee
- Banking Institutions & Credit Unions Council Member
 - o 2007 / 2010 Council President
 - o 2005 / 2007 Council Vice President
 - o 2004 / 2005 Council Secretary

BOMA (Building Owners and Managers Association International)

- o BOMA Columbus Professional Development Co-Chair (2008/09)
- o Board of Directors Member at Large (2009 / current)

U.S. Green Build Council – Central Ohio Chapter Member