

Leigh P. Helton
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PROFESSIONAL SUMMARY: FACILITIES MANAGER

Highly motivated business professional with over 20 years of outstanding service, with 10 years in Facilities Management. Demonstrated ability to work collaboratively with team members to achieve common goals, while maintaining individual responsibilities and commitments. Proven strengths in fostering professional growth through mentoring relationships and focusing on training and development. Background and significant accomplishments include:

- Effectively implemented a facility software system for Advance America that tracked service requests, preventative maintenance and invoicing.
- Successfully organizing corporate Hurricane Protocol Team and creating and implementing Protocol Manual for Blockbuster Video, Inc., distributing to Operations organizations across the U.S.
- Orchestrated efforts utilizing cross functional organizational teams to revise and improve existing corporate Maintenance Manual which was disseminated to all U.S. stores.
- Appointed Key Opening Manager by Senior Management, executing 20+ new store openings for Blockbuster Video, Inc. Interviewed, hired and trained all employees in 25 new locations.

PROFESSIONAL EXPERIENCE

ADVANCE AMERICA CASH ADVANCE CENTERS, INC., Spartanburg, SC **2007-2009**
Manager of Facilities

- Directed over 2,800 locations throughout the United States and Canada, including profit and loss and budget responsibility.
- Managed 3 facility coordinators handling the daily maintenance issues of all locations.
- Supervised 4 corporate office personnel along with 2 additional personnel indirectly.
- Successfully implemented a facility software system that tracked service requests, preventative maintenance and invoicing.
- Managed general maintenance of corporate office.
- Worked closely with the Real Estate, Construction and Loss Prevention departments to minimize on-going repair and maintenance expense.
- Sourced and managed vendor relations.
- Educated the Operations Department on effectiveness of utilizing facility software system in order to efficiently manage repair and maintenance needs, to include cost savings.
- Created and maintained budget for corporate office of approximately 100,000 square feet.
- Maintained repair and maintenance budget for all 2,800 locations.
- Responsible for store closings.
- Implemented an after hours emergency call in system for all 2,800 locations.

INDUSTRIAPLEX, INC. **2006**
Facilities Manager (outsourced for Circuit City)

- Managed vendor relations and maintenance programs and services for more than 500 Circuit City Stores.
- Identified and executed areas for savings while still achieving the same or increased service levels.
- Created capital budget and prioritized repairs accordingly.
- Provided training for new Service Specialists and Service Coordinators.
- Left for a stronger opportunity with Advance America.

PROFESSIONAL EXPERIENCE (continued)**BLOCKBUSTER VIDEO, INC.**, Spartanburg, SC**1989-2006*****Facilities Management Representative (1999-2006)***

- Implemented and managed Facility Processes and Procedures for 1200 Blockbuster Corporate Stores to include HVAC, Janitorial and Repair and Maintenance.
- Interfaced with vendors, landlords and sub-lease tenants to include interpretation and enforcement of Lease obligations and daily evaluation of vendor contracts to insure cost efficiency and compliance.
- Managed budget for repairs, maintenance, capital expenses and building remodels.
- Traveled approximately two weeks each month and visited more than 80 stores per month.
- Created and nurtured united work environment through communication and training with operations, vendors, stores, and field personnel. Provided outstanding direction and monitored performance of out-sourced vendors through store inspections and evaluations.
- Utilized excellent presentation, negotiation, mediation and communication skills to negotiate vendor contracts.
- Fully trained in all forms of public citations and ADA requirements. Attended HVAC, Mold, and emergency evacuation training classes.
- Effectively communicated requirements to stores and field personnel during Hurricane season, and helped implement a Hurricane Protocol Manual.

Divisional Store Manager (1991-1999)

- Managed all Operations including: budget forecasting, cash management, profit and loss determination, inventory control, purchasing, merchandising, scheduling, hiring and training of entire staff.
- Opened new stores, trained Store Managers and new hires for approximately 20 locations and maintained District Leader's responsibilities in his absence.
- Received Store Manager of the Year and Customer Service Organization of the Year Awards as a result of superior management and customer orientation.

Assistant Manager (1990-1991)

- Assisted manager in selection, training, and evaluating of store Associates. Organized work responsibilities.
- Maintained safe customer oriented store environment in absence of store manager.
- Executed, maintained and managed loss prevention, customer satisfaction, and employee well being programs and related processes.

Customer Service Representative (1989-1990)

- Provided outstanding service to all Blockbuster customers supporting senior management objectives of 99% customer satisfaction.
- Received Customer Service Representative of the Year Award due to exemplary customer care.

AWARDS AND RECOGNITION

Store Manager of the Year, 1998
Customer Service Organization of the Year, 1998
Customer Service Representative of the Year, 1989

PROFESSIONAL DEVELOPMENT

Public Citations Training
ADA Requirement Training
HVAC Training
Mold Remediation Training
State Emergency Evacuation Training