

PAMELA PETRONIO

8533 Sheridell Avenue • Pico Rivera, California 90660
562.217.8101 (Cell) • 562.222.1045 (Home) • grayphome@roadrunner.com

FACILITIES MANAGER

Dynamic facilities professional with 20+ years of experience and a history of maximizing efficiency and productivity through effective oversight of operations, retail locations, and offices. Minimize costs and devise strategies to develop organizational structures and to optimize maintenance / repair functions. Proactive team leader and mentor with proven ability to negotiate favorable agreements, cultivate strong business relationships, and spearhead cross-functional collaborations.

Representative Accomplishments

- Increased productivity by creating / managing a formalized facilities / maintenance department.
- Decreased costs by ensuring inclusion of favorable repair terms in retail store leases.
- Received "Employee of the Year" award and 2 "Employee of the Month" awards.

Facilities Management • Cost Control • Negotiation • Capital Budgets • Project Management
Team Leadership & Development • Maintenance / Repair Management • Vendor Relations
Procurement / Purchasing • Organizational Development • Strategic Planning • Leasing
Scheduling • Tenant / Landlord • Retail Facilities • Policies / Procedures • Mentoring

PROFESSIONAL EXPERIENCE

BRIGHTON COLLECTIBLES

National accessories company with 140 stores.

Manager of Store Facilities (2009 to present) (temporary position)

Directed maintenance / repair for all retail locations. Developed and implemented strategies to enhance services and efficiency. Identified opportunities to decrease expenses and deployed cost control plans. Had strong vendor / subcontractor relationships and negotiated favorable modification of prices and terms. Approved maintenance / repair projects, disbursements, and invoices. Conferred with team members and retail store landlords regarding repairs and scheduled maintenance.

ANCHOR BLUE RETAIL GROUP, Ontario, California

National apparel and accessories company with 250 stores.

Maintenance Facilities Manager (2006 to 2008)

Directed maintenance / capital budgeting operations for all retail locations and the corporate headquarters. Oversaw 2-5 team members. Developed and implemented strategies to enhance services and efficiency. Identified opportunities to decrease expenses and deployed cost control plans. Conducted inspections of offices, warehouse, and retail space in collaboration with maintenance technician. Visited company stores as needed. Assessed status / progress reports from retail team, security guards (especially for overnight events), and other employees. Cultivated

strong vendor / subcontractor relationships and negotiated favorable modification of prices and terms. Approved maintenance / repair projects, disbursements, and invoices. Conferred with team members and retail store landlords regarding repairs and scheduled maintenance.

Specific Accomplishments

- Increased efficiency and productivity by creating and managing a formalized facilities / maintenance department, including a team consisting of facilities coordinators and a warehouse technician.
- Closed a gap in organizational structure by overseeing security guards until the establishment of the loss prevention director position.
- Earned bonus in recognition of outstanding performance.

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Z GALLERIE, Gardena, California

National furniture retailer with 80+ stores.

Facilities Manager (2005 to 2006)

Oversaw maintenance / facilities operations across the enterprise, including corporate headquarters. Ensured the prompt resolution of repair issues. Devised and deployed strategies and capital budgets (in coordination with the construction manager) to optimize service and efficiency. Directed a contract team of janitorial staff. Managed procurement / invoice approval and relationships with vendors and subcontractor. Compiled and maintained records of scheduled maintenance and repairs performed. Negotiated advantageous contracts. Conducted store reviews / visits as needed.

AARON BROTHERS, City of Commerce, California

National art and framing products retailer with 150 stores.

Facilities Manager (1995 to 2005)

Facilities Coordinator (1988 to 1995)

Directed maintenance / facilities operations (for all retail locations and the corporate headquarters) and 1 maintenance technician. Developed maintenance schedules to minimize long-term costs and risk by leveraging a preventive strategy. Analyzed performance / practices at HQ and retail locations, including site reviews. Oversaw the procurement, department budgeting, and capital project / budget functions. Assessed status reports and resolved repair issues. Negotiated beneficial vendor agreements. Assembled detailed records for all maintenance / repair services (security, fire extinguishers, trash, etc.). Performed research on lease terms. Played key role in store openings / closings, including signage installation / removal, deployment of security solutions, cleaning, and the commencement / discontinuation of utilities and services. Cooperated with personnel from all departments to optimize company operations and productivity.

Specific Accomplishments

- Maximized efficiency and productivity by developing the department's structure and establishing initial relationships with vendors.
- Decreased costs by analyzing leases (for retail space, etc.) to ensure the inclusion of terms favorable to the company.
- Augmented expertise by attending industry / facilities management professional education events.
- Earned promotion based on outstanding contribution to the company.

- Received Corporate Office “Employee of the Year” award and 2 enterprise-wide “Employee of the Month” awards.

ADDITIONAL DEVELOPMENT

PRSM Facilities Management Programs

COMPUTER SKILLS

HEAT Facilities Logging / Tracking Software, Crystal Reports, Excel, Word