

CITY OF NEWTON
IN BOARD OF ALDERMEN
PUBLIC FACILITIES COMMITTEE AGENDA

WEDNESDAY, MAY 28, 2014

7:00 PM
Room 222 & 209

ITEMS SCHEDULED FOR DISCUSSION:

Note: The Committee will meet jointly with the Finance Committee to discuss Docket Items #205-14, 206-14, 207-14, #203-14, #204-14, and #138-13(3). Please refer to the Finance Committee Agenda for submitted information on the items to be discussed jointly. After the joint discussion, the Committee will reconvene in Room 209 to discuss the appointment items.

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#205-14 HIS HONOR THE MAYOR requesting authorization to use up to one million one hundred thousand dollars (\$1,100,000) in sewer operating reserve funds to implement the construction of the Project Area 2 portion of the sewer improvements as outlined in the Water/Sewer Strategic Plan. [05/12/14 @ 4:49 PM]

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#206-14 HIS HONOR THE MAYOR requesting authorization to borrow up to one million two hundred sixty-two thousand dollars (\$1,262,800) from the Massachusetts Water Resources Authority (MWRA) and authorization to expend an MWRA grant of one million thirty-three thousand dollars (\$1,033,200) as part of the MWRA interest free loan/grant program for the purpose of funding construction of the Project Area 2 portion of the sewer improvements as outlined in the Water/Sewer Strategic Plan. 05/12/14 @ 4:49 PM]

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#207-14 HIS HONOR THE MAYOR requesting authorization to transfer the sum of three hundred thousand dollars (\$300,000) within the Snow & Ice Control Accounts from Line Item 0140110, Account No. 513001 into Line Item 0140110, Account No. 5273 for the purpose of covering the final invoices for the 2013-2014 snow season. [05/12/14 @ 4:49 PM]

The location of this meeting is handicap accessible and reasonable accommodations will be provided to persons requiring assistance. If you need a special accommodation, please contact John Lojek, at least two days in advance of the meeting: jlojek@newtonma.gov, or 617-796-1064. For Telecommunications Relay Service dial 711.

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#203-14 HIS HONOR THE MAYOR requesting the following year-end housekeeping items:

- A. Rescind the sum of \$90,000 voted under Board Order #109-12 for the repair of the windows at Fire Station #4 and appropriate \$50,000 from the Energy Stabilization Fund for the final solution
- B. Rescind the sum of \$1,000,000 voted under Board Order #255-13 for the Zervas Elementary School Feasibility Study and appropriate \$1,000,000 from the Capital Stabilization Fund/Override Sub Fund
- C. Rescind the sum of \$416,000 voted under Board Order #252-13 for the architectural design of Station 10/Wires Division and appropriate \$416,000 from the capital Stabilization Fund/Override Sub Fund. [05/12/14 @ 4:47 PM]

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#204-14 HIS HONOR THE MAYOR requesting authorization to appropriate the sum of four hundred sixty-five thousand dollars (\$465,000) from bonded indebtedness for the purpose of replacing a staircase at the Bigelow Middle School in accordance with the City's Capital Improvement Plan. [05/12/14 @ 4:48 PM]

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#138-13(3) HIS HONOR THE MAYOR requesting authorization to reallocate the Carr Elementary School Renovation Project Budget to replenish funds for Mayor's Contingency Budget Line, as well as to cover the costs of various project related expenses as follows:

- \$40,000 from Electricity to Public Property Repair & Maintenance
- \$5,000 from Building Systems Commissioning to Mayor's Contingency
- \$5,120 from building System Commissioning to Consultants
- \$87,800 from Board of Aldermen Contingency to Mayor's Contingency [05/16/14 @ 10:08 AM]

Appointment by His Honor the Mayor

#141-14 CAROLINE WILSON, 38 Beethoven Avenue, Waban appointed to the Design Review Committee as the Community Representative for the Zervas Elementary School Project. (60 days 06/21/14) [04/01/14 @ 2:18 PM]

Appointment by His Honor the Mayor

#161-14 KENNETH WHITE, 30 Murray Road, West Newton, appointed as a member of the DESIGNER SELECTION COMMITTEE for term to expire on December 31, 2017. (60 days 07/04/14) [04/23/14 @ 4:09 PM]

Appointment by His Honor the Mayor

#162-14 ERIC BOBBY, 334 Auburndale Avenue, Auburndale, appointed as a member of the SOLID WASTE COMMISSION for a term to expire on April 30, 2017. (60 days 07/04/14) [04/23/14 @ 4:09 PM]

ITEMS NOT SCHEDULED FOR DISCUSSION:

#188-14 PUBLIC FACILITIES COMMITTEE requesting periodic updates on the Cabot Elementary School Project. [04/17/14 @ 10:48 PM]

#189-14 PUBLIC FACILITIES COMMITTEE requesting periodic updates on the Zervas Elementary School Project. [04/17/14 @ 10:48 PM]

#200-13(2) ALD. JOHNSON proposing amendment(s) to Chapter 27 of the city ordinances relative to signs on sidewalks, traffic islands, and other city property to establish an application process for placing signs (sandwich boards, placards, and showboards), which includes requirements, timelines for posting and removal of signs. [02/26/14 @ 9:07 AM]

#367-09 PUBLIC FACILITIES COMMITTEE requesting discussion with the Law Department on how to resolve the dispute with NStar regarding whose responsibility it is to repair the streetlight connection between the manhole and the base of the streetlight. [10/21/09 @ 9:00 PM]

REFERRED TO PROGRAMS & SERVICES AND PUBLIC FACILITIES COMMITTEES

#119-14 ALD. ALBRIGHT AND CROSSLEY requesting discussion with the Inspectional Services Department to explain the development of short and long term plans to identify and correct buildings, sidewalks, playgrounds, etc...that do not conform to American Disability Act (ADA) standards. The discussion should include information on how improvements will be incorporated into the Capital Improvement Plan or if less than \$75,000 into a comprehensive budget plan to correct ADA deficiencies. [03/12/14 @ 4:18 PM]

#62-14 ALD. CROSSLEY, HESS-MAHAN, ALBRIGHT AND SALVUCCI requesting a report from the administration on the status of the City strategy to meet its obligations as a Department of Energy Resources Green Community, to reduce municipal energy consumption by 20% over five years, particularly regarding advancing the implementation of the building energy audits program recommending energy efficiency measures in existing buildings, and how that strategy is incorporated into the capital improvement plan. [02/24/14 @ 6:35 PM]

#14-14 ALD. ALBRIGHT, JOHNSON & NORTON requesting a discussion of the snow removal operations during the last storm including information on the use of brine and how it worked, the effectiveness of the new snow melter, snow dumping, and what can be done to make city sidewalks safe in the event of an ice storm. [12/20/13 @ 4:21 PM]

#417-13 PUBLIC FACILITIES COMMITTEE requesting that the Administration provide updates on the progress of the Angier Elementary School project. [11/21/13 @ 9:16 AM]

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#288-13 PUBLIC FACILITIES & FINANCE COMMITTEES requesting that the Administration update the Board of Aldermen when a funding source is determined for the Zervas Elementary School Feasibility Study. [07-11-13 @ 10:10 AM]

#153-13 PUBLIC FACILITIES COMMITTEE requesting periodic updates on the progress of the citywide storm water system assessment needed to define the scope of repairs to the system, as well as methods of financing the assessment and an accounting of the storm water enterprise fund. [04/02/13 @ 11:02 AM]

#131-13 ALD. CROSSLEY, FULLER, SALVUCCI, JOHNSON, CICCONE requesting periodic updates and discussion, at the discretion of the members of the Public Facilities Committee or the Commissioner of Public Works, on the condition functioning, operations and management of all elements of the City sewer, water and storm water systems including the following:

- Water meters
- Implementation of the ten project area strategic plan to remove infiltration in the City sewer system
- Implementation of the long range strategic plan to repair and replace City water mains, especially to correct for fire flow
- Status of the City's Private Inflow Removal Program to resolve and disconnect illegal storm water connections to the City sewer system
- Current billing practices
- Rates analyses needed to facilitate an informed comparison of billing options to include the following options either alone or in combination: seasonal rates, second meters, tiered rates, frequency of billing, low income credits. [03/23/13 @ 11:13 AM]

REFERRED TO PUBLIC FACILITIES AND FINANCE COMMITTEES

#41-13 ALD. CROSSLEY, FULLER AND SALVUCCI requesting a discussion with the administration to review how the city inventories, plans for, budgets and accounts for needed smaller capital expenditures (currently set at under \$75,000), which are excluded from the Capital Improvement Plan (CIP); how to make these non-CIP capital maintenance items visible, and how to integrate them with the overall planning, CIP, and budgeting processes. [01/14/13 @ 5:02 PM]

#301-12(2) PUBLIC FACILITIES COMMITTEE requesting updates on the progress of the Carr School Renovation Project.

REFERRED TO PROG & SERV, PUB. FAC., ZAP, AND FINANCE COMMITTEES

#256-12 ALD. HESS-MAHAN, SANGIOLO & SWISTON proposing an ordinance promoting economic development and the mobile food truck industry in the City of Newton. [08/06/12 @4:46 PM]

#246-12 RECODIFICATION COMMITTEE recommending Sec. 25-1, which requires a permit to create a trench, be reviewed to determine if a new section relative to excavation should be established to regulate unsafe excavation beyond the regulation of trenches, as the City Engineer has advised that all trenches are excavations, but not all excavations are trenches, which amendment would replace **Sec. 20-53. Excavations; protection; erection of barriers.**, which was deleted as part of recodification because it conflicted with Sec. 25-1.

#245-12 RECODIFICATION COMMITTEE recommending that Chapter 11, RECYCLING AND TRASH as most recently amended by Ordinance Z-68 and Z-87, dated 6/21/10 and 5/16/11, respectively, be reviewed and be amended as necessary.

REFERRED TO PROG. & SERV AND PUBLIC FACILITIES COMMITTEES

#36-12 ALD. CROSSLEY & FULLER requesting Home Rule legislation or an ordinance to require inspections of private sewer lines and storm water drainage connections prior to settling a change in property ownership, to assure that private sewer lines are functioning properly and that there are no illegal storm water connections to the city sewer mains.

- A) Sewer lines found to be compromised or of inferior construction would have to be repaired or replaced as a condition of sale;
- B) Illegal connections would have to be removed, corrected, and re-inspected in accordance with current city ordinances and codes, as a condition of sale.
[01/24/12 @ 8:07 AM]

REFERRED TO PS&T AND PUBLIC FACILITIES COMMITTEES

#413-11 ALD. CICCONE, SALVUCCI, GENTILE & LENNON updating the Public Facilities and Public Safety & Transportation Committees on the progress of renovations to the city's fire stations. [11-17-11 @ 11:07 AM]

#253-07 ALD. LINSKY ALBRIGHT, JOHNSON, HARNEY, SANGIOLO, SALVUCCI, MANSFIELD, BURG, SCHNIPPER requesting (1) a review as to how provisions of applicable ordinances, specifically 5-58, were implemented during the course of the Newton North project, and (2) consider proposed revisions of 5-58 including, but not limited to:

- (a) timely provision of documentation by the public building department to the Board of Aldermen and Design Review Committee;
- (b) establishment of liaison committees to facilitate communications and input from neighborhoods affected by projects subject to this ordinance;
- (c) approval of final design plans by the Board of Aldermen of projects subject to this ordinance;
- (d) oversight during the construction phase of projects subject to this ordinance by appropriate Board committee(s) both in respect to approval of change orders as well as design changes; and

- (e) generation of a required record detailing the entire construction process by the public building department to guide present and future oversight of projects subject to this ordinance.
- (f) establishment of a committee to provide oversight for public building construction and renovation during all phases of planning, design and construction. [08/07/07 @ 3:12 PM]

Respectfully submitted,

Deborah Crossley, Chairman

Caroline Wilson

[617-467-4641](tel:617-467-4641)

cwilsonsemail@gmail.com

<http://www.linkedin.com/in/wilsoncaroline>

SUMMARY

- + Skilled in business communication and collaboration resulting in sustained rapport with clients and other partners
- + Proficient in using a diverse array of tools of technology to evoke, engage, and sustain relationships
- + Driven to build strategies that maximize productivity and yield solid results
- + Demonstrated effectiveness in project management, developing and strengthening strategic partnerships, designing and implementing processes to meet or exceed business objectives

CURRENT POSITIONS

Zervas School Council community representative
Newton PTO Council website Content Manager and Community Notes editor
Newton PTO Council Technology Taskforce
Newton Girls Softball Communications Co-Director

EXPERIENCE

Boston Logic Technology Partners, Inc., Boston, MA
April 2012 – October 2012

Created template to track status of candidates being recruited for open positions

Sourced, recruited, and screened candidates for hiring needs, on-boarded new hires, ensured compliance with employer regulatory requirements and reporting, coordinated the transition between two professional employer organizations

Managed employee benefits/401(k) administration and payroll processing

Anticoagulation Forum, Newton, MA
May 2010 – March 2011

Developed, edited, and produced electronic newsletter distributed to over 4,500 health care professionals

Updated and maintained website content, managed membership database

Assisted with planning and coordination of the 11th National Conference on Anticoagulation Therapy

Wolfe Video, LLC, San Jose, CA
April 2007 – April 2009

Developed and maintained social media presence including blogging, video posting, and other viral marketing initiatives and conceived product promotions and special incentive programs.

Designed marketing collateral for both targeted email campaigns and online marketing on corporate website, tailoring each to its specific audience (B2B: independent bookstores, chains, and larger wholesale accounts, and B2C: individual mail order consumers)

Optimized artwork for display on website and wrote compelling descriptive copy about products, wrote and edited press releases for publication

Caroline Wilson

[617-467-4641](tel:617-467-4641)

cwilsonsemail@gmail.com

<http://www.linkedin.com/in/wilsoncaroline>

*Hitachi via Mechanics (USA), Inc., San Jose, CA
February 1996 – June 2007*

Directed daily operations and contributed to both short-term and long-term organizational goals, planned and developed programs including submitting proposals and identifying resources required

Maintained corporate website and spearheaded the redesign project to include database driven information which customers can access outside of standard business hours

Established intranet and electronic newsletter for dissemination of company policies, benefits, itineraries, and announcements resulting in improved morale and enhanced communications

Represented company at annual trade show and hosted reception for business partners, corresponded internally and externally on behalf of company President during his frequent business trips

Refined procedures for work flow of data entry tasks and other administrative functions including quoting, order entry, invoicing, and Return Material Authorization procedure, created standardized processes and eliminated bottlenecks, which streamlined paper flow and facilitated faster billing cycle

Orchestrated and executed special events (25th anniversary commemoration) and special projects (corporate name change)

*Triple Play Sports Cards
San Jose, CA*

Built retail store from start-up to profitable status in 3 years

Hired, trained, and coached staff

Developed merchandise mix to optimize shelf space, anticipate customers' needs, and maximize revenue

Launched transition of business model from store front to strictly e-commerce entity, designed and set-up initial website

EDUCATION

MBA, Golden Gate University, Los Altos, CA

BA, Bryn Mawr College, Bryn Mawr, PA

COMPUTER SKILLS

Proficient in Microsoft Office applications, HTML, Photoshop, Dreamweaver, Word Press, Constant Contact and Mail Chimp email, Peachtree, MAS90, and MAS200 accounting software

Kenneth R. White, Director of Business Development

About Ken:

Experience:

- Joined Richard White Sons in 1983
- 29 Years of Industry Experience

Education:

- B.A. Economics - University of Massachusetts, Boston
- Northeastern University - Construction Management Certificate Program
- Wentworth Institute of Technology - Continuing Education, Construction Technology Program

Memberships / Affiliations:

- Associated General Contractors of Mass. (AGC), Past Chair, Marketing & Communications Committee
- Massachusetts Building Congress (MBC)
- Construction Management Association of America (CMAA), Boston
- International Society of Pharmaceutical Engineers (ISPE), Boston Chapter
- International Facilities Management Association (IFMA), Boston Chapter, past Member, Program Committee
- Association of Physical Plant Administrators (APPA), Eastern Region
- Society of College & University Planners (SCUP), Northeast Chapter
- Association of Independent Schools of New England (AISNE)
- National Association of Industrial Office Parks (NAIOP), Boston Chapter
- Boston Chamber of Commerce (BCC), Development Committee
- Newton-Needham Chamber of Commerce (NNCC)
- New England Museum Association (NEMA)
- Design Build Institute of America (DBIA), Boston Chapter
- Boston Society of Architects (BSA)
- Rebuilding Together - Boston (RTB), Past Board Member
- Newton Historical Society (NHS), Building Committee Member
- Jackson/Walnut Park Schools, Past Building Committee Member
- St. Sebastian's School, Alumni Class Agent
- Catholic Memorial School, Past Senior Class Gift Committee
- Ursuline Academy, Athletic Dept. Fund Raising Committee

Awards:

- SMPS Boston, Direct Mail Campaign

Roles & Responsibilities:

Marketing and Business Development responsibilities include the entire sales process from lead finding through to customer contact, follow-up and contract award. The work includes systematic proposal preparation as well as maintaining and developing relationships with owners and A/E associates during and after construction, both for the purposes of assuring client satisfaction and for developing opportunity. Prior PM responsibilities included overseeing and coordinating on-site construction phase activities, including interaction among the Owner, the Architect/Engineers, and the trade contractors to ensure that all project responsibilities were met



Project Management Experience:



Boston College, Devlin Hall Restoration / Renovation, Chestnut Hill, MA

- Exterior restoration included repair, repointing or replacement of all granite and limestone facades, ornamental copper roofing, and restoration / repairs of the existing clay-tile roofing system.
- All windows were replaced with an insulated window system.
- Complete gut of the 90,000 square foot building interior and re-build-out of all new systems and finishes
- Finished spaces included new science laboratories, photographic studios, art studios, faculty offices, admissions auditoriums, classrooms and the McMullen Museum of Art.



Wellesley College, Pomeroy & Cazenove Residence Halls Renovations Wellesley, MA

- Historic Residence Halls originally constructed from 1904 to 1909
- Selective gut, systems retrofit and finishes upgrades to 85,000 SF, 180 bedroom residence hall, completed in 12 week summer break
- two elevator systems, mechanical systems upgrades including ventilation, plumbing, fire protection and electrical systems, and replacing all doors and hardware.
- building code and ADA compliance issues were addressed. All bathrooms were gutted and rebuilt and



BayBank Middlesex, Corporate Headquarters - 6th Floor East Tower Build-out, Burlington, MA

- Complete gut of 20,000 SF floor, retrofit with high end finishes
- Occupied areas adjacent to , above and below the work area.
- Elliptical coffered ceiling / lighting detail in main conference rooms
- Extensive prefinished mahogany millwork / running trim throughout the floor

Additional Project Management Experience:

Baybank Middlesex	Multiple Branch Bank Renovations (20+ locations)	Eastern MA
Baybank Middlesex	Corp. Headquarters, Private Banking Renovations	Burlington, MA
Baybank Middlesex	Money Counting Room, Expansion and Security Upgrades	Burlington, MA
JMB Properties	265 Franklin St., 2 floors build-out for Day, Berry & Howard	Boston, MA
Polaroid Corporation	Chemical Pretreatment Facility, W-5X Project	Waltham, MA
Regis College	Computer Lab / Classroom Build-out	Weston, MA
Saint Sebastian's School	Library, Music and Art Wing Addition	Needham, MA
Teamsters Union Local #25	Medical Facility - Building Renovations	Charlestown MA

ERIC BOBBY

OVERVIEW

Eric has 20 years of practical management, enterprise software and process re-engineering expertise grounded in Big 4 and large company experiences. He is an expert in governance and control, applying those principles to sustainability and energy initiatives. Eric's strategy, leadership and collaboration skills are highly recognized by customers and colleagues. He has a keen sense and ability to guide groups through complex projects.

Large Co. Senior Experience	Big 4 Talent & Knowledge	Subject Matter Expertise	Collaboration & Leadership	Enterprise Software
P&L Operations Planning Reporting EH&S	Enterprise Risk SOX/GRC/COSO Close/Reporting Assurance Crisis Expert	Governance Monitoring & Maintenance Carbon/Energy Sustainability	Team player Results focused Collaborative Engenders trust Team solutions	Solutioning Change Mngmt. Implementation Product needs BD/Sales

Key customers served: American Electric Power, AES, American Water, BearingPoint, Celanese, Cisco, Chicago Mercantile Exchange, Cummins, Dow Chemical, Eaton Vance, Fidelity, Fleet Bank, GAP, Hewlett-Packard, Hyatt, Marsh & McLennan Companies, Nike, NYSE, Safeco, Sears, Washington Gas & Light, Waste Management, Wyndham, and Viacom.

WORK HISTORY

C3 Energy

Director, Solutions Consulting - Boston, MA

2011 - present

A versatile part of the C3 team, Eric contributes in services, sales, and product management. He led the re-design of the sustainability module; works with large C&I customers such as Cisco, Adobe and Dow; developed an agile services implementation methodology; and supports account executives in deal-flow.

Green Decade

Board of Directors - Newton, MA

2011 - present

Eric leads the School Outreach Committee for Newton where he facilitates collaborations around projects such as Classroom Educators, Classroom Detectives, Energy Team, Green Artists, and Catalog Cancelling Challenge. The changes are behavioral and systemic and have evolved over time from parent activism to student leadership opportunities.

AMEE, INC.

Director, North America - Boston, MA

2009 - 2011

Eric established and managed partnerships for the North America carbon market. Partners included solution providers, Big 4 practices, EH&S consultants, governmental agencies, and industry enablers. Eric played a key role in determining AMEE product direction and designing functionality. Kept abreast of all carbon related market intelligence to inform company and partner direction.

TRINTECH/MOVARIS, INC.**Senior Consulting Manager - Boston, MA****2003 - 2009**

Eric managed global software design and implementations for Compliance, GL Close and Reporting applications. He played an important role in product development, Fortune 1000 opportunities as well as relations with strategic partners KPMG, BearingPoint and EDS/HP. As the first Risk Management and Control SME hired by Movaris, Eric helped drive the development of the applications as well as services resulting in a 10 fold increase in revenue per engagement. Customers of his teams were consistently highly referenceable for new business. He was involved in the sales cycle for most of the large deals that the company closed. He was one of Movaris' key SME's on Sarbanes-Oxley.

CITYKI, INC.**Founder & CEO - Roxbury, MA****2000 - 2003**

Conceptualized and started a for-profit social enterprise focused on assisting organizations (banks, service companies, retailers, community organizations, non-profits, and government agencies) in their strategic marketing efforts to more effectively reach the domestic inner city market. CityKi was founded in August of 2000 on the principle of removing barriers, both real and perceived, within the inner city community and outside. CityKi pioneered the breaking down of these barriers through technology, culture, and trust. Backers included Fleet Bank, Boston Medical Center, Urban League, family and friends.

**PwC****Risk Management and Controls Consultant - Boston, MA****1998 - 2000**

Facilitated the analysis and implementation of broad frameworks of control for enterprise wide risk management, enabling "upside" opportunity and mitigating the possibility of major control failures that often lead to financial surprises, reputation issues, and press events. Became known as a crisis management expert and was part of a team of 6 whose analysis initiated an historic engagement encompassing 600 staff and 1,200 sites over 3 months, launched within 2 weeks of crisis identification. Through internal audit and re-engineering techniques, enabled clients to achieve faster, safer, and more efficient growth utilizing the PwC authored COSO control methodology, the referenced standard for Sarbanes-Oxley. Client industries included financial services, energy, technology, higher education, and waste management. Projects spanned strategic, operational, financial, and compliance issues encompassing:

- Executive level control and ethics tone
- Multi-level dashboard designs encompassing full life cycle analysis
- Human resources risk management capabilities
- System and process hard controls and quality checks
- Technology and process implementation, tolerance setting, and monitoring
- Financial control / GL close management theory and implementation
- General business management and reporting theory and implementation

PwC Liason and Volunteer - Initiative for a Competitive Inner City (ICIC)

Started the PwC Boston volunteer consulting practice in support of ICIC-Boston inner city business development. Recruited and coordinated the efforts of 20 consultants to assist with companies including: Dancing Deer Bakery, Zoo New England, The Strand Theater, Americas' Food Basket, Frugal McDoogals, Merengue Restaurant, and Jet-A-Way Trash Hauling.

UNITED TECHNOLOGIES - OTIS ELEVATOR**1988 -1998****General Manager - Worcester/Springfield, MA**

P&L responsibility for a 30-person sales and service operation with 8 direct reports. Directed new equipment, modernization, and service marketing and sales; field operations; environmental, health, and safety program; public liability; and code compliance. Highlights:

- Increased productivity 8%, reduced cancellations 75%, and increased revenue 15%
- Successfully closed on 5 out of 5 major negotiations in 1997 (one at \$2.9M for 1998)
- Increased Working Capital Turns by 30%, resulting in 50% reduction in asset charges
- Settled major customer issues that had been without closure for years
- Facilitated a successful resolution to a threatened job strike action
- Implemented Remote Monitoring and Predictive Maintenance programs
- Established a sense of pride among field associates through increased invisibility and communication, a professional office environment, and implementation of 60+ field generated improvement opportunities.

Technical Sales Representative - Washington, D.C. and Providence, RI

Marketed and sold modernization and service products to existing and potential clients totaling \$2.0M in annual maintenance sales; \$0.3M in repairs; and \$0.7M in modernization upgrades. Responsible for marketing, sales, estimating, receivables, and account retention; as well as the coordination of vendors, field personnel, and manufacturing with the unique needs of each customer.

- Implemented a 100% portable, car-based, laptop computer sales system
- Achieved zero customer cancellations for 5 consecutive years
- Exceeded plan objectives consistently by an average of 10 percent
- Conceptualized and implemented the reorganization of the D.C. office into 7 separate service teams, resulting in reduced costs, higher sales, and lower cancellation rates
- Empowered mechanics to be more customer-responsive and sales-oriented using high-commitment team strategies
- Chaired the local Process Improvement multi-stakeholder committee "People to People"
- Trained field force in product knowledge, safety awareness, and health promotion
- Received President's Award for Outstanding Contribution to Quality

TRW - FEDERAL SYSTEMS GROUP**1986 -1987****Industrial Engineer / Summer Intern - Fairfax, Virginia**

Designed and programmed an inventory control system and assisted in various logistical projects for Command Support Division

EDUCATION

Purdue University, M.S. in Management - Sponsored by United Technologies, 1994

Cornell University, B.S. in Operations Research and Industrial Engineering, 1988