

BILL LISOWSKI

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SENIOR OPERATIONS & FACILITIES EXECUTIVE

Established leadership in national, multi-site operations, people, and process management

Professional career with more than 15 years of experience in operations and facilities management for large national corporations. Unique combination of business acumen, process engineering, technical support, and management skills. Achieve aggressive business goals through teambuilding, leadership, and motivation of cross-functional teams. Skillfully manage design and implementation of business improvements to reduce costs and strengthen bottom-line financial performance. Proactive business consultant, owner, and operator of three businesses, and author of three books on management. Verified expertise in:

- Teambuilding & Mentoring
- Cross-Organizational Partnership
- Performance Management
- Project Leadership
- Process Improvements
- Customer Satisfaction
- Strategic Initiatives
- Vendor Partnership / Contract Negotiations
- P&L Management

CAREER PROGRESSION

FM Facility Maintenance (fka IPT, LLC), Hartford, CT

2008 – 2009

Recognized expert in facilities maintenance management for clients with multi-site retail locations.

Senior Vice President, Vendor Relations

Led 30-member department on boarding vendors into coverage; handling all quotes, developing scheduled maintenance scopes, bidding/negotiating services, plus capital projects, and vendor training.

- Boosted morale 19% within first 90 days by reorganizing department into core functions, creating new supervisor level, replacing 25% of staff with better quality, creating job descriptions, performance metrics, and redesigning critical workflows.
- Launched \$55 million of scheduled maintenance work within 60 days; increased scheduled maintenance margin 36% for new work and enhanced margin 8% on renewed work.
- Completed \$700,000 in new business in first six months at 15% margin after establishing Project Management Office (PMO) and building \$10 million pipeline within three months.
- Raised sales volume handled per department employee from \$4.0 to \$9.5 million each, without increasing FTE staffing.
- Grew vendor network 33% within six months by developing partnerships with volume leaders to accommodate expansion from 16,000 to 30,000 locations.
- Increased face-to-face vendor meetings 288% as foundation for developing partnerships.
- Facilitated closing of \$50 million contract by developing alternative cost-savings proposals with documented 10% savings potential for sales team.

John G. Mengelson, Inc., Naperville, IL

2005 – 2008

"Your Business Solutions Group" consulting with small- to mid-sized service-related companies on people, processes, workflow, and technology issues to establish best practices.

Consultant

Provided onsite consultations with clients to evaluate current operations and propose several action plans to achieve client objectives.

- \$2.1 million IT infrastructure replacement implementation facilitated for client including business case development, project scope, bidding, and monitoring deliverables and milestones, while ensuring owner and senior leadership satisfaction.
- Delivered 15.3% payroll savings for one national third-party maintenance company and 6.8% for another by reorganizing sales support teams, which increased customer satisfaction without affecting ability to support workflow or customer needs.
- Facilitated training program development for national restoration services provider by authoring four training manuals for technical and sales teams plus supporting materials for live training program.
- Secured lower-cost vendor with enhanced services for client's fleet management activities by uncovering performance issues, researching alternatives, and facilitating re-bidding process.

Sears, Roebuck & Company, Hoffman Estates, IL

1996 – 2005

National big-box retailer employing 300,000+ people with revenues of \$43 billion before merger with Kmart.

Manager, Facilities Services (2004 – 2005)

Led engineering consultants and management team tasked with managing 2,000-person national field maintenance team, directly controlling \$71 million in capital spending, with oversight for \$235 million facilities maintenance and \$55 million housekeeping budgets, and supporting \$197 million energy budget.

- \$40 million annual savings projected as team leader in Sears/Kmart facilities maintenance merger by realigning dissimilar operations to determine best practices, which identified 25 cost take-outs.
- Developed reorganization strategy to manage expanded 50-person management team, 500-member technical group, and 1,500-person support team with redefined territories to minimize drive time while maintaining optimum ratio of Sears to Kmart facilities.
- Received senior management approval for companywide rollout after developing and testing program to expand Sears' in-house maintenance team to manage all Kmart facilities with \$25-30 million in projected annual savings.

Manager, Major Maintenance (1998 – 2004)

Managed all business functions for spending of \$71 million in capital replacements projects with field project managers, bookkeepers, business analyst, and engineering consultants.

- \$100 million of compliance deficiencies identified and corrected as team member on Sears' ADA (Americans' with Disabilities Act) Compliance Committee.
- Reduced capital funding approval process from two weeks to two days by standardizing forms and requirements necessary to secure approvals.
- Improved budgeting process for \$420 annual maintenance expense by creating trend analysis by store, district, region, and month with variance explanations for previous nine years.
- 43.7% cost reduction realized for HVAC capital replacements by pre-purchasing equipment through major bidding process that also provided control of product delivery to ensure on-time installations.

Manager, National Contracts (1996 – 1998)

Managed all national and major regional contracted services supporting facilities maintenance, including \$55 million for housekeeping, \$8 million for vertical transportation, and \$8 million for trash hauling.

- \$4.5 million saved annually through introduction and rollout of national Pulse Point Cleaning Program, gaining support by holding 48 field meetings to communicate vision and get buy-in from store managers and district leadership.
- Negotiated 42% savings across three years with national vertical transportation maintenance contract; program included two vendor-funded, onsite account manager positions that built much stronger relationships and pushed performance to higher levels.
- 17% in trash hauling cost saved by facilitating development of Compactor Monitor program that enabled flat budgets while absorbing gasoline price increases.

L & L Enterprises of Illinois, Inc., Woodridge, IL

1990 – 1996

Diverse consumer products and services company.

Co-Owner

Managed operations and marketing for mail order catalog of children's books and three ServiceMaster franchises.

- Increased hourly rate from \$45 to \$110 for Disaster Restoration services by uncovering insurance adjustor payment formulas, then changing billing practices to mirror acceptable pricing.
- Doubled Disaster Restoration business for three ServiceMaster franchises in three years by creating relationships with local insurance agents and adjustors, reinforcing reputation for quality work and customer satisfaction.

Lord & Taylor, New York, NY

1986 – 1990

National specialty retailer currently with 135 locations, primarily in the Northeast.

Operations Manager, Schaumburg, IL (1989 – 1990)

Managed entire store operations including HR, security, receiving, payroll, staffing, expense management, and inventory control for \$35 million store with 175 employees, including 5 direct and 10 indirect report managers.

- Implemented corporate-mandated downsizing program that eliminated 25% of managers and 20% of staff yet maintained same levels of store performance through process improvements.
- Maintained smooth store operations through nine-month complete store remodel.

Operations Manager, Aurora, IL (1987 – 1989)

Managed entire store operations including HR, security, receiving, payroll, staffing, expense management, and inventory control for a \$13 million store with 130 employees, including 6 direct and 11 indirect report managers.

- Trained, mentored, and promoted two assistant operations managers and two HR managers.
- Managed all activities to lead store to three consecutive store inventories of 0.5% shortage levels or less.
- Supervised store conversion to first-ever POS system during same period as storewide inventory.

Department Manager, Vernon Hills, IL (1985 – 1987)

Managed entire men's department area, including 3 divisions and 25 departments with sales of \$3 million. Managed 17 salespeople and 1 assistant manager, with responsibility for merchandise stocking, floor presentation, price markdowns, inventory control, staff scheduling, reviews, and talent development.

- Increased sales 24.3% in two-year period, including 6.5% during first six months.
- Reduced departmental inventory shortage from 2.4% to 1.0%.
- Trained and promoted two assistants to Department Manager.

EDUCATION

M.B.A., *Operations & HR Management*, BENEDICTINE UNIVERSITY (fka ILLINOIS BENEDICTINE COLLEGE), Lisle, IL

B.A., *Literature & Communications*, BENEDICTINE UNIVERSITY (fka ILLINOIS BENEDICTINE COLLEGE), Lisle, IL

CONTINUING EDUCATION & CERTIFICATIONS

Managing Projects, GEORGE WASHINGTON UNIVERSITY SCHOOL OF BUSINESS, Hoffman Estates, IL

Change Agent Training, SEARS, ROEBUCK & COMPANY, Hoffman Estates, IL

Establishing Performance Measures, AMERICAN QUALITY AND PRODUCTIVITY CENTER

The Effective Negotiating Course, KARRASS NEGOTIATING PROGRAMS

PUBLICATIONS (AUTHORED & PRESENTED)

Co-authored Three-Book Success Series:

Positioning Success, Earning Success, Retaining Success (TATE PUBLISHING, Mustang, OK)

Created web site for book: www.PositioningSuccess.com and maintain content.

Established and author business blog on current management topics and issues.

"ADA: Understanding a Path to Customer Care," presented at SPECS 2000, *CHAIN STORE AGE* MAGAZINE

OTHER

Finance Chairman, McElroy for Naperville City Council (2008 – 2009)