

# Patti A Pszczolka

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## **Objective**

Seeking a Facilities/Executive Administrative related position. Able to prioritize and complete multiple tasks to achieve desired results as well as working efficiently with all levels of internal and external management. Self-motivated and self-starter individual with strong communication skills & institutional knowledge in finance, audit compliance, construction management, legal contact administration and critical facility maintenance.

## **Professional Experience**

### **Citibank Critical Operations Site – Total Project Control, LLC**

Project Administrator & Executive Administrative Assistant to CEO and Director of Operations

November, 2008 - Present

Interfaced with internal and external parties to organize the various components needed to initiate, run and conclude major projects.

Responsible for communication between the owner & vendor in order to guarantee timely responses.

Developed scope of work based on project requirements, designed plans and conducted reviews.

Responsible for creating CEP's, RFP's, preparing legal contracts & documents for vendor & client signature.

Prepared weekly progress reports of project to management & owner, ensuring all budgets, timelines, cost tracking and contract conditions have been fulfilled.

Administered purchase orders/requisition, prepared invoices, and ensured all progress payments was received by vendors. Tracked overall project progress utilizing various project management software. (MS Project, REMS)

Responsible for maintaining project binders of all construction documentation and the final transmittal of plans and manuals to owner and staff. Thus conducted training of system software's & equipment if required.

Conducted on-site inspection at various phases of project ensuring all milestones and scheduling have been met.

Maintained procedure manuals to ensure consistent performance of routines and safety.

Performed clerical function; responsibilities for screening calls, updating executive calendars, composing correspondence & letters, conducting internet research, arranged conference calls, coordinated/conducted meetings & preparing agendas.

Designed company business cards, brochures and website for Total Project Control, LLC utilizing various software.

Research and interviewed potential candidates for open positions within the company.

Maintained business confidentiality.

### **Citibank Critical Operations Site – Jones Lang LaSalle/ Cushman & Wakefield Managing Agent**

Facilities Coordinator/Administrative Assistant to VP of Citi Reality Services & Property Engineering

Manager June, 2006 - Nov, 2008

Coordinated maintenance projects with vendors and facility staff for a 24/7 325,00sq Critical Operations Center, which included Data Center, Statement & Transaction Services, Call Center, Child Care Center, Cafeteria, Fitness Center and a 26,000sq Conference Center.

Ensured all critical building operations ran continuously without interruption to the business(s). Reported and escalated issues as required.

Complied with all internal and external (SAS 70) compliance regulations including OSHA EPA and all Authorities Having Jurisdiction.

Conducted scheduled site inspections with vendors and engineering staff to ensure quality assurance to maintain a Class A facility.

Managed all legal contracts & vendor files ensuring performance accountability.

Responded to multiple concurrent inquires and requests from tenants through a work order systems. (REMS).

Prepared and maintained multiple site budgets reporting monthly, quarterly and annual forecasts. (\$11 MM & 3MM) to senior management analyzing cost savings and risk.

Developed and maintained various reports & procedures: executive, variance and budgetary reports,

Environmental Data Base, Record Retention, equipment and facility operational procedures, Continuity of Business & Fire Life & Safety manuals.

Responsible for processing of all purchase orders, account receivable & payable utilizing multiple platforms per site requirements.

Prepared RFP's, composed bid summaries, bid exceptions, agreement and legal documents for contracted vendors. Collaborated with executive's ensuring budget requirements have been met.

Supervised and scheduled emergency critical maintenance & equipment change out.

Fulfilled assigned administrative duties and general office requirements; maintained business confidentiality, answered and screened calls, maintained executive calendars, scheduled travel, meet and greeted clients, responsible for all executive expenses, preparation of letters, and office supply inventory.

Maintained all employee documents; processed employee hiring forms and prepared bi-weekly timesheets for employees and executive(s).

Developed and implemented innovated processes thus reducing times, increasing productivity.

### **StoryBook Homes, Las Vegas NV**

Administrative Assistant to CEO / Homeowner Warranty Specialist      May, 2005 - June, 2006

Provided administrative support to executives and other personnel: human resources, marketing, escrow, purchasing, land acquisition, finance and construction.

Answered a high volume of phone calls. Responsible for mass mailing greeting customer, communicating closely with vendors and clients.

Responsible for all office duties including filing and all word processing. Operating video conferences and all office equipment.

Updated executive calendars, scheduled appointments, organized travel, lodging and car arrangements for executive and owners.

Created spreadsheets and updated monthly reports. Composed correspondence, managed client database, created presentation reports, and documents using desktop publishing software and digital graphics.

Responsible for conducting research, preparing statistical reports, organizing and maintain paper and electronics files, managing developing projects, creating procedures in various departments and training employees in various tasks.

Assisted with daily billing, processing invoices and maintain all office inventories.

Proofed and edited homeowner contracts and reports to ensure accuracy and consistency.

Generated purchased orders/work orders as applicable.

Responsible for customer related service calls pertaining to homeowner's inquiries/warranties.

Collaborated with field Warranty Specialists to resolve all requests in a timely and professional manner.

### **Apple One / Cookie Lee - Las Vegas, NV**

General Assistant / Sales Advisor

December, 2004 - May, 2005

Managed various departments in a 40,000sf facility; show room, childcare center, purchasing and warehouse operations.

Provided consultants with exceptional customer service.

Responsible for approval of all daily orders and count of merchandise on showroom floor.

Informed consultants on the status of current and newly arriving products within the showroom and catalogs.

Listened and responded to customer needs by indentifying and resolving conflicts between inventories to ensure successful sales.

### **State Farm Insurance Agency - Chicago, IL**

Administrative Assistant /Sales Associate

January, 2004 - November, 2004

Provided various quotes to customers including auto, homeowners, renters, life, health and business insurance policies.

Managed 3100 product lines of insurance, processed claims for all lines of insurance.

Composed, proofed and edited contacts for underwriters review.

Worked closely, efficiently and effectively, with underwriters and other personnel.

Performed various types of administrative duties; screened called, maintained calendars, maintained office files and compose documents.

### **European Imports - Chicago, IL**

Sales Associate/Customer Service Advisor

January, 2000 - January, 2004

Provided inside and outside sales support.

Informed current & potential customers and companies of new product introductions, sales and general information.

Responsible for all new product line instructions in a presentation format to all senior management.

Updated all sales reports daily, and then submitted all required reports to upper management for review and approval.

Top salesperson for two consecutive months.

**Education**

Associates Degree in Liberal Arts- Oakton Community College, Des Plaines, IL.

Licensed in lines of insurance- Property, Casualty.

Fluent in Polish (Reading, Writing & Speaking).

Currently pursuing a Bachelors Degree in Business Management & certification in CFM & FMP.

**Computer Skills & Affiliation**

Proficient in Macintosh, Microsoft Office Word, Excel, Power Point, Outlook, Photoshop, MS Project, CAD I & II.

Adjust easily to new software programs and systems.

IFMA - International Facilities Managers Association Board Member Communications Chair.

NPFMA - Nevada Professional Facilities Managers Association member.

**References**

References available upon request.