

Louise Martin

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EXPERIENCED Facilities Manager / Project Manager / Finance & Administration Manager / HR & Health & Safety Manager

Facilities Manager / Project Manager with extensive experience in facilities management of public and private sector property portfolios and in project and construction management. Louise understands the concerns and complexities of Facilities Management delivery in both private and public sector portfolios and built an excellent reputation in the Ottawa area for over 20 years. Having relocated to the Comox Valley in 2016, Louise has provided facilities services to BentallGreenOak, CBRE-GWS including the Province of BC and its client Ministries and WestUrban Developments Ltd. Her facilities management experience dates back to the late eighties where she held prominent real estate positions while employed by Canada Post Corporation and SNC Lavalin ProFac. Louise has delivered 120 million of dollars in capital, new build and retrofit multi-phased projects for the Government of Ontario including all of their major client Ministries, Canada Post Corporation, SNC Lavalin, BLJC, CBRE, and various school boards after joining her husband in 2005 in operating their successful commercial contracting firm. As former Facilities Manager for CBRE-GWS, Louise led a team of 22 unionized personnel delivering facility related programs and services for a portfolio totaling 92 Province of BC Ministry buildings including Ministry of Health, Ministry of Citizen's Services and Ministry of Indigenous Relations and Reconciliation. Louise's experience includes facilities and project services delivered in the province's largest and highest profile courthouses, correctional facilities, schools, postal facilities including Canada Post Place. Louise worked for Highpoint Commercial Management Services Inc., the family business until it's sale in 2019. She joined WestUrban Developments Inc in 2019 and applied her skills and experience in support of their newly created facilities management branch. Still in excellent health and looking for new challenges, Louise is ready to use her skillsets and superior work ethic for the benefit of her next employer.

QUALIFICATIONS

- More than 30 years of experience in the facilities, project and construction management industry
- Security Cleared including vulnerable sector
- Completed first year of a Civil Law degree at Ottawa University in 2013
- Completed courses towards a Business Administration degree in 1997/98
- Certified Coach with Special Olympics BC
- Extensive experience in delivering complex services to public and private sector clients
- Recipient of the Silver Post Mark Award for Outstanding Service Delivery in a Team Environment
- Successfully delivered over 100 million dollars in project work on time and within budget
- Self-motivated with proven decision-making and planning abilities

QUALIFICATIONS (continued)

- Strong organizational skills and ability to manage multiple priorities concurrently
- Superior ability to procure industry services, prepare and negotiate contract documents, manage team resources, and liaison with all levels of client, operations, and government officials
- Sound knowledge of facilities and construction practices, budgeting and financial planning, service and construction contracts, procurement including bulk purchasing strategies, health and safety, and environmental
- Ability to interpret and comprehend contract documentation, drawings, and specifications for disciplines such as architectural, electrical, and mechanical
- Louise has authored asset plans, capital plans, technical reports and building conditions reports for prominent facilities such as Canada Post Place and its operational facilities

CAREER HIGHLIGHTS

BentallGreenOak

Assistant Property Manager – Driftwood Mall June 2022 to October 2024

- Prepared and maintained a multi-million-dollar operating budget including capital and planned repair budget
- Prepared and negotiated contracts and service agreements for required annual operational services
- Identified and implemented savings opportunities, property management, and strategic initiatives
- Responsible for scheduling and tracking all maintenance using Angus Anywhere and preparing tenders using Vendorpm and Complyworks
- Maintained a high level of tenant satisfaction through excellent customer service and communication
- Responsible for hiring, supervising, training, and termination of maintenance, janitorial, landscaping, parking lot and security personnel
- Responded to after-hours emergencies – on-call
- Commissioned and decommissioned tenant spaces and oversaw owner and tenant work during the fit-up of retail spaces
- Developed annual marketing plan, created, organized and implemented promotional activities/events in support of retailers

CBRE-GWS

Facility Manager – Province of British Columbia – Victoria April 2020 to September 2020

- Responsible for delivering facility-related programs and services for a portfolio totaling 92 Province of BC Ministry buildings including Ministry of Citizens' Services, Ministry of Health, Ministry of Public Safety and Solicitor General, Ministry of Attorney General, Ministry of Children and Family Development and Ministry Indigenous Relations and Reconciliation
- Reviewed and implemented annual emergency response plans
- Responsible for implementing pandemic measures

CAREER HIGHLIGHTS (continued)

CBRE-GWS (continued)

Facility Manager – Province of British Columbia – Victoria April 2020 to September 2020

- Drive continuous improvement efforts through the identification of opportunities for financial savings and increase customer satisfaction
- Responsible for maintaining the health and safety program in accordance with Worksafe BC requirements
- Prepared annual building condition reports for all buildings within my assigned portfolio
- Led a team of 22 unionized personnel, ensuring standards of service delivery were met or exceeded. Guided assignments, developed performance plans and general human resources issue management
- Explained variances in operational budgets monthly
- On call 24/7

WestUrban Developments Ltd

Assistant Property Manager – April 2019 to December 2019

- Provided facilities expertise in support of establishing property management division
- Set up properties using Buildium software
- Provided input with the creation of a tenancy agreement template
- Received, reviewed and approved all tenancy applications
- Updated and maintained tenant information for all active properties
- Created all marketing brochures for all properties, including social media advertisements
- Responded to tenant requests – on call 24/7

Highpoint Commercial Management Services Inc

Finance and Administration Officer – Project Manager - May 2005 to April 2019

- Principal of a multi-disciplinary commercial contracting firm
- Led all aspects of business with a team of up to 25 project managers, Health and Safety team, site supervisors, coordinators, and labour forces
- Developed and implemented all human resources, financial, health and safety and quality policies, procedures and practices
- Implemented and maintained records and document control and management systems
- Sold company after 14 successful years to pursue new opportunities in Western Canada

SNC Lavalin ProFac

Regional Manager Facilities – National Capital Region – November 2004 to May 2005

- Management lead for a 2 million square foot portfolio of Canada Post Corporation (CPC) buildings, including the head office complex and postmaster and processing facilities
- Responsible for all aspects of human resources management for administrative, property managers, and technical personnel
- Ensured cost-effective delivery of services including budget management, purchasing of supplies, and contracted services

CAREER HIGHLIGHTS (continued)

SNC Lavalin ProFac

Facilities Manager – CPC Head Office and National Capital Region – August 1994 to November 2004

- Prepared, presented, and maintained an operating budget totaling over 4 million dollars annually, also responsible for a Capital and Planned Repair budget totaling over \$800 thousand dollars
- Collaborated effectively with CPC senior management, and CPC supervisors, on service delivery performance in the areas of housekeeping, security, grounds maintenance and facility operational components
- Completed and presented annual building condition reports for each facility in my portfolio
- Oversaw service delivery of cafeteria services for Canada Post employees
- Enforced all policies and procedures to support CPC's operations
- Developed and tendered all service agreements and contracts
- Ensured compliance with all provincial and federal regulations including sustainability initiatives
- Recruited, trained, managed and terminated technical, administrative and contracted staff as required
- Prepared agendas and minutes for various meetings including staff and project start ups