

# Ryan Knudsen

## Corporate Facility Manager

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Offers 9+ years of extensive operations & facilities management experience. Highly skilled at developing and maintaining operating & emergency procedures and implementing diverse cost savings initiatives. Holds a Master of Science in Facilities Planning & Management, with a commitment to continuous operations improvements. Experience in managing an operating budget of ~ \$1M and making annual adjustments in collaboration with senior management.

## CORE COMPETENCIES

- Operations & Maintenance Plans
- RFPs for Capital Improvement Projects
- Budgets & Expenses for Facility Benchmarking
- Emergency Preparedness Plans
- Vendor Service Agreements & Implementing SLAs
- Strategic Planning & Safety Inspection Management

## PROFESSIONAL EXPERIENCE

### Facility Manager

June 2016- Present

#### SSA Marine (Corporate Offices)

- Build Operations & Management Plans to extend the useful life of building systems including emergency response, custodial, copier/printer maintenance, climate control adjustments, catering, etc.
- Inventory all building systems including HVAC, fire alarm, and access controls, as well as security systems & cameras, communications/network, electrical, plumbing, and grounds landscaping.
- Coordinated remodel for 3 separate class A offices totaling 71,000 sq. ft.
- Coordinated efforts to implement a shuttle service from Harbor Island, King Street Station & Coleman Dock
- Coordinator for Seattle's Commute Trip Seattle program efforts – Received 2019 CTR Champions award.
- Initiated LED lighting retrofit projects with Seattle City Light, ultimately reducing power consumption by a third & received a \$6k rebate
- Developed operations & capital costs matrix to track all expenditures for budgeting and benchmarking.
- Coordinate all service vendors including window washers, carpet cleaners, HVAC cleaning, and gym equipment maintenance; Scheduling of all vendors and adding, changing and coordinating all work to be completed.
- Ensure Emergency Action Plan is communicated to employees throughout 3 office buildings, maintain and inspect disaster preparedness kits, and conduct annual fire alarm & earthquake drills.
- Researched and received approval to implement Omnilert (Emergency Mass Notification System).

### Facility Manager

Oct. 2013- May 2016

#### Community Staffing Solutions (Olive 8)

- Oversee operations & maintenance for luxury high rise condominium exerting leadership skills to deliver excellent customer service, with a commitment to continuous improvement.
- Managed 211 units, floors 18- 39, developing rapport with residents, and responding to and resolving resident concerns.
- Participated in selecting, hiring, and performance appraisals of concierge/porter staff.
- Proactively communicated with residents through new channels such as an Association Management Platform & a quarterly newsletter informing residents of building related issues.
- Maintained a \$360k annual operating budget, made annual adjustments, tracked cost per category, met with applicable stakeholders and BOD treasury to review annual budget.
- Developed and maintained operating/emergency procedures, and was on call 24/7/365 to respond to any incidents.
- Tracked utilities consumption, ROI & monthly kWh consumption before/after LED retrofit to determine energy cost savings.
- Coordinated mandated inspections and maintenance O&M records.
- Completed monthly facility report for BOD detailing activities and expenditures, summary of ongoing projects and community issues, monthly expenses, utility trends, capital improvement recommendations, and security report.
- Developed trainings to empower residents to maintain & operate their systems and to maintain their condo's overall.
- Identify monthly drywall/paint punch list for routine maintenance.

### Critical Facility Engineer

March 2013- Oct. 2013

#### McKinstry (EBAY)

- Critical Facility Engineer for eBay's 250,000 sq. ft. world class, Tier IV data center.

- Completed detailed daily inspection procedures to identify and correct deficiencies like repairs & cleaning issues.
- Documented procedures to operate & maintain critical equipment like backup generators, and emergency systems.
- Completed electrical work for server rack additions and subtractions.
- Worked with water/natural gas/electrical utility providers to inspect and repair equipment & maintained expenses.
- Responded to urgent system issue calls to prevent any server downtime.

**O&M Specialist III**

**June 2012- March 2013**

**Johnson Controls (Gulfstream)**

- Managed the Tier III, 2,000 sq. ft, data center.
- Completed electrical work for server rack additions and removals.
- Daily inspections to ensure equipment uptime, and developed preventative & predictive maintenance programs.
- Served as lead on projects involving the planning and development of redundant power and mechanical systems.
- Created training plans to promote continuous improvement.

**Campus Electrician**

**Sept. 2010- June 2012**

**Georgia Institute of Technology**

**Master Electrician**

**Sept. 2007- July 2010**

**University of Utah**

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## **EDUCATION**

**Master of Science, Facilities Planning & Management** | Georgia Tech

**Bachelor of Science, Psychology** | University of Utah

**Certified Facility Manager** | IFMA

**Managing Broker's License** | Washington State

Utah Master Electrician License

OSHA 30 Hour Training