

ISIDRO V. REYES

MBA, FMP, Six Sigma Green Belt

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Open to Travel & Relocation

Innovative and professional Global Executive successful at formulating strategy, delivering operational transformation, and seeking out efficiencies to increase profits and improve performance. Respected as an early adopter of industry-leading trends and emerging technology. Experienced in relationship-building and negotiation when working in roles with Fortune 50 and multi-national clients. Passionate about creating leaders, leading large high-impact teams, and fostering a winning culture to promote positive business growth. A veteran of the U.S. Marine Corps.

PROFESSIONAL STRENGTHS

Strategic Planning
Operations Management
Cross-Functional Leadership
P&L and Financial Analysis

Business Process Reengineering
Operational Transformation
Risk and Compliance
Training and Mentoring

Technology Implementation
Project Management
Vendor Management
Fluent in English and Spanish

SELECTED ACHIEVEMENTS

Strategic Thinking and Execution. Developed strategic and tactical plans to overhaul operations in Argentina and Uruguay that lost 27.6 million USD in revenue coupled with no new sales in 2017. Reorganized the organizational structure allowing teams to be more effective and customer-centric, recreated the sales department, and created a talent development plan to increase employee engagement. **RESULT:** Stabilized revenue and successfully renewed contracts with existing clients, including 3MM USD at risk and forecasted loss, and onboarded 4 new multinational clients.

Leadership. Provided superior leadership, direction and guidance upon taking over a region that was operating at a loss. Developed and implemented a plan to reduce expenses, introduce monthly budget monitoring, financial forecasting, and auditing the general ledger while meeting contract deliverables. While fostering buy in essential to the transformation. **RESULT:** Increased profit by 8% closing the fiscal year in the black and creating a plan to close the next year with a 10% profit.

Teambuilding. Identified, trained and developed a high potential employee promoted to lead a large regional account operating at a 12% annual loss. Coached the employee to use her background in accounting, procurement, operations, and experience as a public school teacher to manage the account. Additionally, sent the employee to an Emerging Leadership program. **RESULT:** Increased the account's profit margin by 24% to close at 12% within a 12-month period.

Business Development & Marketing. Strengthened the sales department that had not successfully onboarded a new client in 2017 and without solid leads in the pipeline. Revised the commission policy for new sales, approved sales training, and created a marketing department. **RESULT:** Successfully generated 822K USD in new sales onboarding the first clients since 2016 (Nike, Volvo, SGS, and Maco/Brinks).

Productivity Improvement. Implemented a plan to improve performance in the fulfillment department that was operating outside of industry standard. The operation was taking seven days before an order was printed and picked. Developed a plan to analyze sales trends, product placement, ergonomics, pick routes, and streamline receiving procedures to reduce dock to shelf time. **RESULT:** Reduced order cycle time by 85% ensuring orders placed by 3pm PST shipped the same day.

Building Service Standards. Spearheaded effort to improve declining customer satisfaction rates. Lead initiatives to standardize procedures across all regions in the United States to eliminate variation, create a quality assurance sector, implement a dashboard, and review contract deliverables to ensure compliance. **RESULT:** Successfully improved customer satisfaction as measured by the client's internal survey, and decreased complaints 31%. Subsequently leading to a successful contract renewal.

Decision Making. Initiated efforts to reduce the high rate of turnover. Commissioned a job valuation report to compare the organization's wage rates to the market. Authorized a wage rate increase of 16% after discovering the operation was

below market rate. **RESULT:** Reduced turnover by 60% and eliminated an annual expense of 240K USD for temporary labor with 84K USD annual savings.

PROFESSIONAL EXPERIENCE

General Manager

2018-Present

ISS Facility Services, San Antonio, TX

Working on projects to drive consistent process adoption across the organization via technology, process, service and/or organizational to improve customer satisfaction, reducing inefficiencies and/or improving engagement.

Chief Operating Officer, Argentina & Uruguay

2018-2019

ISS Facility Services, Buenos Aires, Argentina

Lead the strategy development for operations and business development in Argentina and Uruguay for delivery and growth of integrated facility services.

General Manager

2016-2018

ISS Facility Services, San Antonio, TX

Responsible for P&L, and strategy for West and Central Texas. Delivering HVAC, maintenance, electrical, plumbing, move management, space planning, call center, cleaning & janitorial services to a diverse client list.

Director of Client Relations

2013-2016

Cushman & Wakefield., Dallas, Texas

Directed strategy, contract compliance, vendor management, database management, and financial performance for 20+ million SF across the U.S. for a Fortune 50 financial services client.

Area Manager

2008-2013

Cushman & Wakefield, El Paso & Dallas, TX

Managed 5.5 million SF across 4 states consisting of critical environment, corporate campuses, call centers, and retail centers for a Fortune 50 financial services client.

Facility Manager, Soft Services

2006-2008

Canutillo Independent School District, El Paso, Texas

Built the district's centralized cleaning and janitorial department to include the budget, SOPs, QA program, and KPIs. Mentored team member who became 1st woman in the district promoted to facilities leadership position.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Masters of Business Administration

California State University, Monterey Bay

Bachelors of Science, Business Management

University of Phoenix

Six Sigma Green Belt

Villanova University

Facility Management Professional

University of Texas at Arlington

Essentials of Facility Management

International Facility Management Association

Area Manager Program

People & Performance A/S

COMMUNITY OUTREACH

ISS Diversity and Inclusion Board / Board Member

Prospanica (formerly known as National Society of Hispanic MBAs) / Member