**Edwin Barbosa**

**10212 Falcon Parc Blvd 303, Orlando Fl. 32832 / Tel. 407-427-2177 / ebarbo5@yahoo.com**

**Summary**

Highly skilled and talented executive who executes remarkable leadership, administrative and supervisory work, leading facilities, operations, merchandising, selling / services vendor relations and talent management activities. Consistently focus on drive results through leadership and people development.

**Skills**

\* Commercial Facility Management \* Loss Prevention

\* Results Oriented \* Leadership Management

\* Contract Management \* Operations Management

\* Project Management \* Retail Store Management

**Experience**

**Massey Services Inc.**

**Orlando, Florida**

**Sales Manager, Osceola Office**

**General Manager, Lakeland Office**

September 2017 – August 2019

* Pest Prevention / Lawn Care.
* Provide disciplined leadership including setting clear expectations and holding the team and self accountable for results.
* Selects, develops and manages performance of individuals and team, measured by appropriate performance reports/scorecards/dashboards.
* Focuses and invests time on customer facing activities including selling and operational support processes
* P@L review for expense reduction opportunities.
* Executes policies and programs as measured by Customer Satisfaction Surveys.

**Project Manager, Watterson Environmental & Facilities Services**

**Schaumburg, Illinois**

June 2016 - April 2017

* Emergency Management Response, Environmental Consulting and Facilities / Construction Management
* Preventive Maintenance ( Retail , Hospitals, Hotels, etc. )

**District Facilities Manager , Sears Holdings Corporation**

**Hoffman, Illinois**

March 2007 - July 2016

* Manages building / equipment maintenance, service providers and Capital

Funding Projects.

* Service a variety of Sears / Kmart businesses including retail warehouses, automotive centers, Sears Hardware, Product Service, Outlets, Full line Stores, restaurants, Kmart Pharmacy and other Retail businesses.
* Manages a skilled, diverse group of Quality Maintenance Technicians (QMT's), implementing appropriate actions and processes to insure achievement of satisfied customer satisfaction.
* P@L review for expense reduction opportunities and discuss with District Managers
* Cross train for efficient coverage of all facilities
* Facilitate open communication and problem resolution between Quality Maintenance Techs and serviced facilities
* Maintain accurate documentation on all facilities/files, surveys, digital photos, Passport system, etc.
* Management of Vendor relations and Diversity balance
* Manage all capital projects
* Identify and evaluate all future Capital projects
* Management of onsite evaluations and Major Maintenance issues

**Store Operations Manager, Sears Holdings Corporation**

**Puerto Rico**

October 2002 - March 2007

* Provide disciplined leadership including setting clear expectations and holding the team and self accountable for results.
* Execute customer focused strategies, policies and programs as measured by Customer Satisfaction survey data.
* Select, develop and manage performance of individuals and team, measured by appropriate performance reports/scorecard, retention, internal promotions, training completion, and associate survey results.
* Attract, hire and onboard store staff as measured by appropriate performance scorecard, retention and new hire survey results.
* Execute the client’s (brand/business) plan consistently across all departments and provide ongoing fact based feedback.
* Focus and invest time on customer facing activities, selling and processes.
* Ensure the store is operationally certified and every associate is certified to do his/her job.
* Monitor and proactively address outliers, e.g., customer satisfaction, sales, controllable costs, profit, margin, operational processes, and compliance against plan and/or established standards.
* Lead and embed the new normal (changes resulting from transformation initiatives) and drive Retail Services plans/projects using common enterprise wide tools, processes and language.

Education

**University of Florida**

Certificate Best Management Practices, Florida Green Industries (GV911627-1 )

**University of Puerto Rico-Mayaguez**

Bachelor's degree, Political Science and Government, 1990 - 1995