

Zain Patrick

Facilities Operations Manager

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STRENGTHS

- 👥 **Team Leadership**
Coached facilities staff through schedules, safety priorities, and service issues, helping peers gain confidence during demanding operations.
- 🏢 **Vendor Accountability**
Reviewed contractor performance and follow up records; vendors received clearer expectations and property teams saw smoother service delivery.
- ⚙️ **Building Systems**
Applied practical knowledge of boilers, chillers, controls, and refrigeration when equipment concerns required calm, informed decisions.
- 💰 **Financial Control**
Connected budgets, forecasts, invoices, and planned work in daily decisions, giving leaders a clearer view of facility needs.
- 🗣️ **Customer Service**
Listened closely to tenant concerns and converted them into workable maintenance plans, with communication that kept trust intact.

SKILLS

Facilities operations

Staff supervision

Contract management

Operating budgets Forecasting

CMMS CAFM

Building automation

Energy tracking Financial reporting

Direct digital control Boilers

Chillers Inspections

Safety compliance

SUMMARY

Facilities operations leader with 10 years of progressive experience supporting high rise and multi building environments, occupied offices, public sector tenants, and diverse customer groups. Directs teams, contractors, maintenance programs, inspections, **safety compliance**, vendor performance, and service delivery across complex properties. Manages multimillion dollar operating budgets, forecasts, facility reports, energy tracking, CMMS workflows, contracts, invoices, and long range planning. Practical knowledge includes boilers, chillers, **packaged refrigeration units**, pneumatics, **direct digital control**, **building automation systems**, blueprints, life safety, codes, regulations, and efficiency standards. Builds trust through clear communication, responsive issue resolution, coaching, and accountable follow through. Prepared to apply disciplined operations leadership, sound financial judgment, and customer focused planning in a demanding on site facilities environment.

EXPERIENCE

Senior Facilities Operations Manager

Northstar Property Operations 📅 January 2023 - Present 📍 Bloomington, MN

Directs a 1.2 million square foot high rise portfolio and 14 person facilities team. Owns daily operations, maintenance priorities, stakeholder communication, service quality, reporting, and escalation across occupied properties.

- Directed high rise operations for 1.2 million square feet, aligning team priorities with tenant service needs.
- Led a 14 person facilities team through **schedules**, coaching, safety reviews, and accountable performance discussions.
- Managed maintenance priorities across building systems, resolving service issues before they disrupted occupied operations.
- Strengthened vendor coordination through documented scopes, performance reviews, follow up, and clear stakeholder communication.
- Prepared operating reports and **facility data**, giving leaders timely visibility into risks, trends, and resource needs.

Facilities Manager

Metro Civic Property Partners 📅 July 2020 - December 2022 📍 St. Paul, MN

Managed four occupied office facilities, operating budgets, vendors, automation systems, **maintenance programs**, and tenant services. Coordinated resources, schedules, reporting, and issue resolution across multiple properties with consistent operational controls.

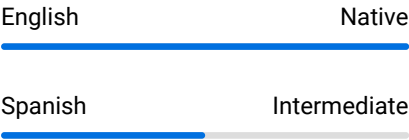
- Managed four occupied office facilities, balancing tenant needs, maintenance schedules, vendor activity, and operating priorities.
- Administered **operating budgets** and forecasts, connecting planned work with available resources and documented financial controls.
- Coordinated building automation service, **inspections**, **corrective actions**, and vendor follow through across occupied properties.
- Reviewed service quality and contract performance, supporting stronger accountability from **contractors** and maintenance providers.
- Maintained responsive tenant communication, translating service concerns into practical work plans and clear completion updates.

Assistant Facilities Manager

Summit Building Services Group 📅 June 2018 - June 2020 📍 Eagan, MN

Coordinated preventive maintenance, CMMS workflows, inspections, contracts, utilities, and renovation support. Provided hands on operational assistance for building systems, vendor scheduling, work orders, documentation, and facility improvements.

LANGUAGES



MY CAREER



- Senior Facilities Operations Manager at Northstar Property Operations (3.8 Years)
- Facilities Manager at Metro Civic Property Partners (2.4 Years)
- Assistant Facilities Manager at Summit Building Services Group (2 Years)
- Facilities Coordinator at Lakeside Facilities Solutions (1.9 Years)

- Coordinated preventive maintenance work orders through **CMMS**, improving visibility into scheduled tasks and equipment history.
- Supported inspections and **corrective actions**, documenting findings and routing follow up work to responsible vendors.
- Tracked utilities and **facility data**, helping operations leaders identify service needs and recurring equipment concerns.
- Assisted contract administration through schedules, material records, invoice checks, and vendor communication.
- Supported renovation activities by reviewing **blueprints**, coordinating access, and maintaining continuity for occupied spaces.

Facilities Coordinator

Lakeside Facilities Solutions 📅 June 2016 - May 2018 📍 Minnetonka, MN

Supported six properties through work orders, vendor records, equipment data, blueprints, service reporting, and customer communication. Built foundational experience in facility documentation, maintenance coordination, inspections, and operational follow through.

- Supported six properties through work orders, vendor records, equipment data, and service reporting.
- Updated equipment documentation and blueprints, helping teams locate assets and prepare maintenance activities.
- Coordinated vendor visits and access schedules, keeping property contacts informed of planned service work.
- Recorded inspection findings and follow up actions, improving visibility into open facility issues.
- Responded to customer requests with clear updates, practical coordination, and consistent service documentation.

PROJECTS

High Rise Operations Plan 📅 2024

Created a coordinated operating plan for high rise services, team priorities, maintenance schedules, reporting, and tenant communication.

Facility Data and Forecasting Program 📅 2022

Organized facility data, operating forecasts, vendor information, and service trends for clearer planning across occupied properties.

LEADERSHIP & AWARDS

- Recognized by leadership for dependable high rise operations coordination and consistent service continuity.
- Selected to guide team priorities, vendor follow through, and facility reporting across occupied properties.
- Trusted by stakeholders for practical issue resolution, clear communication, and accountable maintenance planning.

EDUCATION

Bachelor of Science in Facility Management

University of Minnesota 🎓 GPA: 4.0 📅 2016 📍 Minneapolis, MN

Coursework: Facilities operations, building systems, contract management, financial reporting

CERTIFICATIONS

- Valid Minnesota Driver's License 📅 2016
- Employer Driving Permit Eligibility 📅 2026

TECHNICAL SKILLS

- **Building Systems:** Boilers, Chillers, Pneumatics
- **Refrigeration Systems:** Packaged refrigeration units, Cooling equipment, Temperature controls
- **Building Controls:** Direct digital control, Building automation systems, Control monitoring

- **Maintenance Platforms:** CMMS, CAFM, Work order management
- **Financial Operations:** Operating budgets, Monthly forecasts, Financial reporting
- **Contract Administration:** Service contracts, Bid requests, Invoice approval
- **Facility Planning:** Capital planning, Ten year planning, Build out planning
- **Compliance Reviews:** Safety compliance, Building inspections, Accreditation reviews
- **Technical Documentation:** Blueprint reading, Equipment records, Document management software
- **Property Operations:** Preventive maintenance, Janitorial quality, Grounds work
- **Energy Management:** Energy tracking, Efficiency standards, Utility monitoring
- **Stakeholder Services:** Tenant services, Customer service, Meeting facilitation

PROFESSIONAL AFFILIATIONS

- Building Owners and Managers Association participant, facilities operations and property services community.
- International Facility Management Association participant, professional development and facility management community.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST