

Madeline Ahmed

Global Head of Workplace

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STRENGTHS

- ♥️ **Portfolio judgment**
Used occupancy, utilization, and cost data during expansion reviews, giving executives a clearer basis for difficult site decisions.
- 👥 **Vendor leadership**
Turned service reviews into practical action plans, and partners came back for help with difficult delivery issues.
- ♥️ **Workplace empathy**
Listened to dietary needs and employee feedback before changing amenities, which made daily services feel more useful.
- 🔪 **Calm readiness**
Prepared teams for drills, evacuation, and incident response; small details became habits people could trust.
- 📅 **Financial discipline**
Connected forecasts, invoices, and capital plans with business needs, giving Finance a steadier view of spending.

SKILLS

Global Workplace Strategy

Corporate Real Estate

Portfolio Planning

Lease Negotiation Site Selection

Facilities Management

Vendor Management

Service Level Agreements

Key Performance Indicators

Capital Budgets Forecasting

Occupancy Analytics

Workplace Experience

SUMMARY

Global Workplace and **Real Estate** leader with 15 years guiding **multi site** portfolios, **office operations**, capital programs, and employee experience across technology and professional services organizations. Leads international real estate strategy, site selection, lease negotiation, renewals, consolidations, exits, relocations, and build outs. Owns multi million dollar operating and capital budgets, using occupancy, utilization, forecast, and cost data for sound portfolio decisions. Builds accountable teams and vendor partnerships through service level agreements, key performance indicators, sourcing, contract reviews, and operating rhythms. Partners with People, Security, IT, Finance, Legal, and business leaders on safety, emergency preparedness, business continuity, compliance, **food and beverage**, sustainable design, and workplace standards. Creates practical environments that support collaboration, employee needs, and disciplined growth.

EXPERIENCE

Vice President, Global Workplace and Real Estate

Vertex Harbor Technologies 📅 January 2022 - Present 📍 Oakland, CA

Leads workplace and real estate strategy across 12 global technology offices, directing portfolio choices, capital priorities, service partners, safety programs, and cross functional delivery.

- Set portfolio strategy for 12 offices using occupancy data and growth plans.
- Directed **site selection**, lease negotiations, renewals, consolidations, and exits across markets.
- Owned multi million dollar operating and capital planning for leases, services, and **build outs**.
- Governed **integrated facilities management** through SLAs, KPIs, reviews, sourcing, and corrective plans.
- Delivered international openings, **expansions**, and **relocations** with architects and contractors.
- Partnered with Security on drills, **evacuation plans**, AED readiness, and incident response.

Senior Director, Workplace and Real Estate

Northstar Cloud Systems 📅 April 2018 - December 2021 📍 San Jose, CA

Directed a multi site Workplace organization during rapid growth, connecting workforce plans with portfolio choices, financial controls, service quality, and office readiness.

- Translated workforce plans into portfolio decisions and capital priorities during rapid growth.
- Negotiated leases and vendor contracts with **Legal** and procurement partners.
- Built annual facilities **forecasts** and monthly spend reviews with Finance.
- Managed outsourced facilities teams through service expectations and performance routines.
- Shaped **food and beverage** programs around **dietary needs**, feedback, use, and budgets.
- Led openings and relocations across design, technology, **security**, life **safety**, and moves.

Director, Workplace Operations

BluePeak Software Group 📅 June 2015 - March 2018 📍 San Francisco, CA

Managed workplace operations across six United States offices, developing service standards, vendor accountability, project delivery, safety practices, and site leadership.

- Managed consistent workplace services across six United States offices.
- Led build outs and renovations with **architects**, **contractors**, technology teams, and stakeholders.
- Established vendor **sourcing** and renewal practices for clearer service accountability.
- Used **occupancy** reviews and **employee feedback** to guide seating and amenities.
- Coordinated **health and safety** procedures, drills, incident records, and local compliance.
- Developed workplace managers through operating reviews and project coaching.

Workplace and Facilities Manager

Meridian Advisory Partners 📅 August 2011 - May 2015 📍 San Francisco, CA

Food and Beverage

Office Openings

LANGUAGES

English Native

Arabic Proficient

MY CAREER



● Vice President, Global Workplace and Real Estate at Vertex Harbor Technologies (4.8 Years)

● Senior Director, Workplace and Real Estate at Northstar Cloud Systems (3.7 Years)

● Director, Workplace Operations at BluePeak Software Group (2.8 Years)

● Workplace and Facilities Manager at Meridian Advisory Partners (3.8 Years)

● Facilities Coordinator at CivicPoint Services (2.1 Years)

Managed facilities and workplace services, supporting vendor delivery, lease administration, financial reporting, office changes, employee needs, safety, and **business continuity**.

- Managed facilities vendors, maintenance, **catering**, and employee service requests.
- Coordinated **lease administration**, landlord communications, and renewal planning inputs.
- Tracked operating expenses, purchase commitments, invoices, and Finance summaries.
- Delivered office refreshes and **relocations** with contractors and **IT** partners.
- Maintained evacuation procedures, drill records, **first aid** supplies, and incident protocols.
- Used service data and feedback to refine catering and meeting support.

Facilities Coordinator

CivicPoint Services 📅 June 2009 - July 2011 📍 Berkeley, CA

Coordinated daily facilities operations for a busy office, maintaining vendor records, shared spaces, move logistics, financial documentation, safety materials, and meeting readiness.

- Coordinated maintenance vendors and shared space readiness for daily operations.
- Maintained service logs, vendor records, access documentation, and **occupancy** information.
- Supported office moves and furniture changes through schedules and inventories.
- Tracked invoices and purchase orders, resolving documentation discrepancies.
- Supported emergency drill logistics and maintained workplace safety materials.
- Coordinated catering and meeting room readiness for internal programs.

PROJECTS

Global Office Portfolio Optimization 📅 2024

Occupancy and cost analysis shaped consolidation, renewal, and expansion decisions across a global technology portfolio, giving leaders clearer capital priorities.

International Workplace Expansion Program 📅 2022

Coordinated office openings and relocations with brokers, landlords, architects, contractors, Security, IT, and project managers across multiple markets.

Integrated Facilities Service Model 📅 2020

Established service levels, performance reviews, sourcing routines, and corrective plans for outsourced facilities delivery across a growing office network.

LEADERSHIP & AWARDS

- Executive recognition for global workplace portfolio leadership and disciplined capital planning.
- Leadership recognition for developing workplace managers and strengthening vendor accountability.
- Professional recognition for sustainable office operations, safety readiness, and employee experience.

EDUCATION

Bachelor's Degree in Business Administration

San Francisco State University 🎓 GPA: 3.5 📅 2009 📍 San Francisco, CA

Coursework: Finance, Operations Management, Organizational Behavior, Business Law

CERTIFICATIONS

- Certified Facility Manager 📅 2016
- LEED Green Associate 📅 2014

TECHNICAL SKILLS

- **Real Estate Strategy:** Site selection, lease negotiation, renewals
- **Portfolio Analytics:** Occupancy data, utilization analysis, cost analysis
- **Facilities Management:** CBRE, JLL, Cushman & Wakefield
- **Financial Planning:** Operating budgets, capital budgets, forecasting
- **Project Delivery:** Office openings, build outs, relocations
- **Vendor Governance:** SLAs, KPIs, performance reviews

- **Workplace Services:** Food and beverage, catering, amenities
- **Safety Programs:** Emergency preparedness, evacuation plans, drills
- **Business Continuity:** Incident response, first aid, AED readiness
- **Compliance Programs:** Legal, regulatory, environmental, health and safety
- **Workplace Technology:** Collaborative tools, workplace systems, office technology
- **Stakeholder Systems:** Finance, Legal, Security, IT

PROFESSIONAL AFFILIATIONS

- International Facility Management Association, workplace operations community participant.
- U.S. Green Building Council, sustainable workplace professional community member.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST