

# KURT BENZEL

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Results oriented business professional with over 25 years of work experience in management and operations. Strengths include customer service, operations, and management. Seeking a position where I can utilize my skills and education to take organizations to the next level.

*Areas of expertise include:*

- Process Improvement
- Partnerships
- Account Management
- Strategic Planning
- Shaping Cultures
- Leadership
- Quality Assurance
- Team Building
- Compliance

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## EDUCATION

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### **Bachelor of Science, Speech Communication (1992)**

Syracuse University - Syracuse, NY

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## PROFESSIONAL EXPERIENCE

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### **Shorewest Realtors**

November 2018 - present

#### ***Realtor***

- Residential and commercial real estate sales
- Exclusive Listing Agent for Prairie's Edge - Lakefront Development

### **ABM Industries, New York, New York**

Jun 2016 – May 2018

#### ***Strategic Account Manager (UnitedHealth Group)***

- Deliver building maintenance and cleaning services for UnitedHealth's Admin and Clinical facilities through a branch service delivery model (250 facilities serviced by 600+ team members)
- Ensure customer objectives related to culture, performance, and cost management are met.
- Value: compliance management system, account management plan, revenue growth, improved customer score card results on Admin and Healthcare, safety committee, Vegas operational fix, successful rebid of Admin – Healthcare (TBD), QBR improvements, strong financial performance

### **USI Services Group, Union, NJ**

Apr 2015 – Oct 2015

#### ***Business Development***

- Developed business opportunities for all business groups to include Security Services, FM Services, Cleaning Services, Staffing Services, and LED Lighting Services.
- Led efforts to shape a new and improved culture for the business.

### **Diversified Maintenance, Tampa, FL**

Apr 2012 – May 2014

#### ***Director Field Operations***

- Support, empower, and inspire field management teams in 15 state region to deliver cleaning services to retail customers (Target, Best Buy, Kroger, JC Penney, Spartan, and Home Depot).
- Promoted to lead team of 5 District Managers and led team of 13 Area Managers.

### **KleenMark, Madison, WI**

Nov 2007 – Mar 2012

#### ***Vice President of Operations***

- Managed company-wide retail business P&L, exceeding financial plans 4 consecutive years.
- Expanded Kohl's Corp facilities by earning trust, establishing partnerships, and positive culture.
- Started retail business at Kohl's starting with one store in 2008 and expanding to 67 stores in 2010.

**Johnson Controls, Milwaukee, WI**

Jul 1992 – Apr 2006

***Account Director, 3M***

2005 - 2006

- Responsible for execution of deliverables with scope to procure indirect services for 3M plants.
- Managed start-up and operations of initial four 3M plants.

***Manager, Strategic Alliances***

2004 – 2005

- Responsible for establishing programs with strategic alliances for benefit of facility management.
- Developed solutions for business development group resulting in greater than 50% success rate.
- Created extended reach program (pallets, uniforms, fork trucks, express mail).

***Global Center of Excellence, Facilities Management***

2002 - 2004

- Responsible for developing global standards and marketing both internally and externally.
- Established global subcontract management standards and performance management.
- Facilitated development of new cleaning services offering with alliances.

***Six Sigma Black Belt, Sempra Energy***

2000 - 2002

- Managed implementation of material management project resulting in 20% material cost savings.
- Implemented cleaning service rationalization project resulting in 10% savings.
- Led service level agreement project resulting in standards by building type.

***Account Director, Sun Microsystems***

1998 - 2000

- Responsible for execution of contract deliverables to include energy management, building systems operations and maintenance, small project management, new system commissioning, furniture management, landscaping, custodial, conference room support, moves, and facility help desk.
- Managed 9 million square foot facility contract (200+ employees / \$35M budget).
- Received Johnson Controls Chairman's award and Sun Supplier Recognition Award.

***Account Manager, Vanguard Group***

1994 - 1998

- Responsible for building systems operations and maintenance, new system commissioning, utility management, custodial, landscaping, videoconference support, moves, facilities call center, meeting set-ups, and special event services.
- Managed 1.2 million square foot facility contract (100+ employees / \$12M budget).
- Improved employee satisfaction in 16 of 17 categories in one year.

***District Manager***

1993 - 1994

- Responsible for marketing the value of Johnson Controls facility management services to employees, customers, and potential customers.
- Managed 6 facility management contracts (120 employees).
- Implemented managers group to troubleshoot issues and established account networking model.

***Regional Administrator***

1992 - 1993

- Responsible for providing corporate support and marketing the support to our customers and employees in order to demonstrate value-add services were being delivered outside of the onsite staff.
- Conducted facility assessments, supported new account transitions, and administered safety program.