

**JACK JEFFERSON**  
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A highly versatile and knowledgeable maintenance professional with 8 years of progressively increasing responsibilities in setting up and running complex multi-location maintenance operations for one of the nation's largest facility management and business services maintenance company. Experienced in working with nursing homes, industrial laundries, hospitals, long-term care, and other large profit and non-profit clients.

Expertise includes outstanding skills in organization, program development, training, regulatory compliance, maintenance management, leadership training, budget control, safety, fire prevention and documentation.

## **EXPERIENCE**

**Sonic Services**, Los Angeles, California

1999-Present

### **Corporate Maintenance Manager (2006-Present)**

Provided maintenance management support for 65 laundry facilities for a \$47 million subsidiary of a \$985 million business-to-business services company.

- Selected a Computerized Maintenance Management System (CMMS) as part of a program to incorporate each facility into a company-wide maintenance system for optimization of maintenance expenditures.
- Developed and published maintenance best practices, policies, forms, procedures and references that were used by each laundry facility as part of a new maintenance common system.
- Created and implemented maintenance management training programs for 75 new managers for existing and 15 acquired laundry facilities.
- Wrote and implemented standardized maintenance policies, procedures and checklists that were used in maintenance audits throughout the company.

### **Manager of Facility & Operations Management (2003-2005)**

Wrote and instructed more than 125 managers located at 575 healthcare and educational institutions. Subjects included maintenance management, policies and procedures, safety and regulatory compliance.

- Authored and distributed an online semi-weekly newsletter that informed managers of new regulations, changes in company policy, recalls on equipment, best maintenance practices and general information.
- Served as the company resource for all maintenance and technical issues for maintenance managers in the field.
- Acted as the company liaison to the Association for Facilities Engineering, attending quarterly meetings, teaching courses and serving on numerous committees. Authored a significant part of the association's instruction manual and a Q&A column in the association's monthly magazine.
- Worked with the company's Safety Department in developing an electrical safety policy and code that was used at all managed facilities.
- Provided all managers with fire safety regulations and prevention information.

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**Sonic Services, Continued**

**Director of Environmental Services (2001-2003)**

Managed 30 housekeeping, maintenance, laundry and security employees for a 150-bed, long-term care home. Managed an operations budget of \$1.75 million.

- Developed safety regulations and instructed all staff on accident and fire prevention.

**Director of Environmental Services (1999-2001)**

Managed 35 maintenance, housekeeping, laundry, security and grounds employees for a 170-bed, long-term care facility. Managed a budget of \$750,000.

- Wrote and implemented safety and fire prevention policies and procedures for the facility.
- Prepared all documentation and training for a JCAHO accreditation and passed without mention.
- Participated in preparing documentation for the unionization of all internal staff without incident.
- Set up budget controls that brought the facility back to budget from a 30% overage.
- Created and implemented an entirely new safety program that included documentation and training for all staff.
- Hired and trained staff in all departments.
- Oversaw several major construction projects.

**PRIOR EXPERIENCE**

Worked as an independent agent for a leading insurance and mutual fund company serving the military market.

**EDUCATION**

**University of Southern California, Los Angeles, California**

**Bachelor of Science, Liberal Studies**