

Resume

PERSONAL DETAILS

Last name	Crijns
First name	Fons
Address	Iepenlaan 20
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E-mail	fons@crijnsconsultancy.com
Website	www.crijnsconsultancy.com
Date of birth	August 30, 1970

Interim manager, project manager and consultant with progressive experience in (international) Facilities Management. Demonstrated skills in people, team and project management, consultancy, service quality and customer satisfaction, cost reduction, outsourcing and vendor management, policy implementation and compliance.

PROFESSIONAL EXPERIENCE

2/2002 - Present Crijns Consultancy, Huizen

Self-employed entrepreneur, providing interim facility management and consultancy services

9/2005 – 2/2006 Royal TPG Post B.V., The Hague (<http://www.tpgpost.com>)

I acted as interim contract manager for TPG Post's User Management department. I was responsible for:

- Monitoring the performance of suppliers.
- Managing the expenses associated with the facility services.
- Implementing contracted services.
- Supporting Facility Managers with the local implementation of contracts.
- Preparing and implementing cost savings.
- Preparing and communicating facility-related policies.
- Coordinating various outsourcing initiatives.

The national contracts applied to the 500 facilities of TPG Post in The Netherlands and were related to services such as waste disposal, catering, vending machines, cleaning, relocations, et cetera.

8/2004 – 5/2005 De Meerpaal Beheer BV, Dronten (<http://www.meerpaal.nl/>)

As the interim Director of "De Meerpaal Beheer BV", I had responsibility for the inauguration of De Meerpaal. This reconstructed building measures 12,000 m² (129,000 SF) and contains two theaters, a movie theater, a library, office space, class rooms and a restaurant. My main tasks consisted of:

- Coordinating the various procurement processes.
- Balancing customers' demands with available budgets.
- Managing the lease negotiations.
- Preparing the 2005 operational budget.
- Managing support staff (app. 10 fte).
- Liaising with senior officials of the city of Dronten.
- Development and implementation of support-related policies.
- Management of the building.
- Commercial event management.

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6/2004 – 10/2004 Royal Numico NV, Schiphol-Rijk (<http://www.numico.com>)

I acted as the interim Facility Manager for Royal Numico's office at Schiphol-Rijk, Amsterdam. I was responsible for:

- Coordinating internal relocations.
- Developing/implementing/evaluating facility processes.
- Managing (internal and external) support staff.
- Liaising with senior management.

Furthermore, I supported the Director of Facilities with the inauguration of Numico's new headquarters. In this role, I developed the Products and Services Catalogue, I coordinated the various procurement processes (FMIS-procurement and the implementation of maincontracting) and I developed the facilities support structure.

4/2003 – 9/2003 Deloitte & Touche, Rotterdam (<http://www.deloitte.com>)

I acted as senior project manager for the facility management department of Deloitte & Touche. I had responsibility for coordinating several projects, such as:

- The implementation of facility service desks.
- The creation of job descriptions for all personnel of the facility management department.
- The improvement of telephone communications.
- The development and implementation of the non-smoking policy.

In addition, I provided consultancy services to the director of the department regarding outsourcing lease management services and the development and implementation of a country-wide COB-policy.

2/2002 – 3/2003 UWV, Amsterdam (<http://www.uwv.nl>)

I completed an interim management assignment for the facility management department of UWV. As manager of the project support office, I monitored the interdependencies between multiple projects that focused on achieving the desired organizational change. I managed the project variables (time, budget, result, et cetera), and consulted with project managers and the project board in case of deviations. In addition, I provided consultancy services to the directors of the fm department. UWV consists of six different organizations that merged on January 1, 2002. The actual integration and professionalization of the different fm departments (866 fte) is a significant challenge for the organization.

11/2000 – 1/2002 Twynstra Gudde BV, Amersfoort (<http://www.tg.nl>)

Senior Management Consultant

- Provide FM consulting services, mainly to organizations in the banking industry and the IT industry.
 - Management of projects/assignments.
 - Consultant in several assignments.
 - Interim Manager, assigned to assist in a large relocation project.
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- 8/1995 – 10/2000 Citigroup, Inc. (<http://www.citigroup.com>)
- 3/2000 – 10/2000 **Country Head Belgium and The Netherlands** (Brussels, Belgium)
- Grade: Vice-President.
 - Reported to: Facilities Director Northern Europe.
 - Direct Reports: six departmental managers, including General Services, Facility Management, Financial Control, Safety & Security, Project Management.
 - Budget responsibility: \$20 MM.
 - Assets: three large office buildings, 37 branches and 200 franchised agencies.
 - Managed the daily activities of the facilities department (including the relocation of 300 FTE into another building, and the introduction of alternative workplace strategies).
 - Acted as a business partner to Senior Management.
 - Developed and implemented cost reduction measures.
 - Reviewed and improved the quality of services provided by the facilities department.
 - Increased the facilities department's focus on compliance with corporate policies.
 - Implemented a process for budget and forecast reviews and tracking.
- 10/1999 – 2/2000 **Country Head The Netherlands** (Brussels, Belgium)
- Grade: Vice-President.
 - Reported to: Facilities Director Benelux and France.
 - Direct Report: one Assistant Facility Manager.
 - Budget responsibility: \$870 M.
 - Asset: one large office building.
 - Reviewed the facilities department's processes, and implemented compliance with corporate policies.
 - Developed and trained the on-site Assistant Facility Manager (as he was new to the position).
 - Developed and implemented the Y2K Plan for Western Europe, and coordinated communication with Senior Management throughout December 1999 and January 2000.
- 1/1999 – 9/1999 **Business Evaluation & Operations Support Manager**
(Duisburg, Germany)
- Grade: Assistant Vice-President.
 - Reported to: Facilities Director Western Europe.
 - Direct Report: one Project Manager.
 - Outsourced German mailroom operations (35 FTE).
 - Outsourced German archiving services; annual savings estimated at \$179 M.
 - Coordinated Y2K testing and certification of Western European facilities.
- 2/1998 – 12/1998 **Project Manager** (San Francisco, U.S.A.)

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- Grade: Assistant Vice-President.
- Reported to: Facilities Director Western Region.
- Assisted the interim Senior Asset Manager at a cards processing center (Las Vegas).
- Re-bid outsourced maintenance services.
- Coordinated and managed real estate projects (including sale/lease-back study).
- Coordinated departmental compliance with corporate policies.
- Managed approved vendor list.

9/1997 – 1/1998

Service Quality Analyst (San Francisco, U.S.A.)

- Grade: Assistant Vice-President.
- Reported to: Chief of Staff to the Facilities Director Western Region.
- Managed regional facilities benchmarking initiative, analyzed data, and issued annual report.
- Participated in the energy deregulation taskforce to provide a recommended energy strategy to senior management.
- Developed cross-functional process maps, and changed processes so as to reduce waste and cycle time.
- Participated in miscellaneous projects that focused on increasing customer satisfaction.
- Developed and implemented “We Were Here” Cards, analyzed data and issued monthly customer satisfaction reports.

9/1996 – 8/1997

Project Specialist (San Francisco, U.S.A.)

- Grade: Assistant Vice-President.
- Reported to: Operations Director Western Region.
- Coordinated the development and implementation of the 1997 facilities department customer satisfaction plan.
- Reviewed regional Continuity of Business (COB) plans to ensure compliance with corporate policy, and assisted various business units with enhancement of their plans.
- Developed regional facilities department Continuity of Business plan.
- Developed the Maintenance & Repair Best Practices Handbook.
- Developed and implemented asbestos notification program for regional facilities.

8/1995 – 8/1996

Management Associate (San Francisco, U.S.A.)

- Reported to: Operations Director Western Region.
- Implemented the purchasing policy, including the establishment of a regional Vendor Committee, and coordinated the monthly meetings.
- Re-bid outsourced maintenance services.
- Developed and managed regional utilities tracking database, and implemented measures to achieve energy cost savings.
- Conducted national churn benchmark study.
- Identified and contracted vendors for utilization by the Facilities

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Service Desk.

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EDUCATION

- 1994 - 1998 Master of Business Administration, Marketing, University of
Portsmouth, England & HES Rotterdam, The Netherlands
Thesis: *The Effect of a Marketing Plan on Customers' Satisfaction with
a Facilities Department.*
- 1990 - 1994 Bachelor of Arts in Facilities Management, HBO-FD, The Hague, The
Netherlands
Thesis: *Marketing for Consulting Agencies.*

LANGUAGE SKILLS

Fluent verbal and written skills in Dutch and English.
Fluent verbal skills in German.
Basic verbal skills in French.

ADVANCED TRAINING

- 2001 Marketing and acquisition (The Netherlands)
2001 Consulting principles (The Netherlands)
2000 French language course (Belgium)
2000 Office design (The Netherlands)
1998 Six Sigma quality (U.S.A.)
1997 Business Process Redesign (U.S.A.)
1997 Financial process overview (U.S.A.)
1996 Presentation skills (U.S.A.)

PROFESSIONAL MEMBERSHIPS

Member of IFMA
Member of Alumni Association HBO-FD
Member of Alumni Association MBA
Member of Round Table 188 Huizen