

Julia A. Frey

Orlando, Florida | (312) 752-0417 | juafrey@gmail.com | www.linkedin.com/in/juliafrey

Corporate Facilities Management/ Commercial Real Estate

Passionate executive leader across all aspects of facilities management, construction management, and class A commercial office property management and leasing. **Known for being :**

- **Leader:** Solid leader passionate about helping employees grow. Track record of building top performing teams through a lead-by-example approach.
- **Strategist:** Exceptional business acumen with strengths in strategically managing real estate, workplace space, all aspects of construction, space planning, and design projects.
- **Financially Focused:** Excellent grasp of financial real estate and business concepts, financial analysis, cost saving initiatives, budget formulation, and value engineering.
- **Service Oriented:** Leverage strong interpersonal skills, subject-matter expertise, and leadership abilities to proactively provide customer/client services at the highest quality level. Consistent track record of delivering superior result

Property Management
Facilities Management
Financial Services
Lease Management
Asset Management
Short/Long Range Planning
Space Planning
Architectural Design
Construction Management
Code Compliance
Vendor Management
Procurement
Safety and Security
Business Continuity Planning

“Ms. Frey possesses robust skills in all aspects of her position. Her take charge attitude is one that serves senior management, associates and customers to optimum service levels.”

—Frank D. Campana, SVP Corporate Real Estate, Wyndham Worldwide

Professional History

Travel + Leisure, 2015 - Present, Orlando, Florida

World’s largest vacation ownership, exchange and rental company with approximately 25K associates.

Senior Director, Facilities and Workplace Services

Lead team of 25 associates for the comprehensive provision of workplace services at 8 corporate sites. Responsible for 2M+ SF across multiple geographical sites that have an annual total operating budget of \$35M and capital budget of \$50M.

Highlights:

- **Reorganized and streamlined** Corporate Facilities team and achieved 25% reduction in operational expense budget within first two years of tenure.
- **Reduced annual subsidy** cost for on-site dining services by \$200K
- **Established controls** for procurement and service contracts.
- **Centralized** procurement, contract administration, and invoice processing for entire facilities portfolio.
- **Restacked** corporate headquarters building and regional business unit sites.
- **Managed design and construction** of \$4M executive boardroom suite and lobby renovation.
- **Increased job scope** to include project management of all capital construction initiatives. Additionally, took on management of additional corporate sites, Indianapolis and New Jersey, as a result of company spin in June 2018.

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Professional History, continued

Jones Lang LaSalle, 2004 – 2014, Chicago, Illinois

Global financial/professional services firm with real estate specialty; approximately 48K employees.

Vice President and General Manager | Assistant General Manager

Partnered with portfolio asset owners to fully optimize investment values and ROIs. Directed all building operations in properties with up to 4,000 people, 1M+ RSF, and \$30M NOI. Oversaw direct reports as well as service contractors (such as security team, janitorial staff, etc.). Designed strategies with leasing teams to modernize common areas and attract desirable, Class A tenants. Honored with numerous internal awards including General Manager of the Year.

Properties

225 West Wacker Drive, Chicago Illinois

190 S. LaSalle Street, Chicago, Illinois | 111 South Wacker Drive, Chicago, Illinois

3633 West Lake Avenue, Glenview, Illinois | 1200 Shermer Road, Northbrook, Illinois

701 East 22nd Street, Lombard, Illinois | 747 East 22nd Street, Lombard, Illinois

Highlights:

- **Co-launched training program** to develop first-tier managers in the Midwest region; 60+ employees have completed the program, and **a number have since advanced** within the company.
- **Maintained flat operating expenses over 7-year period** by effectively negotiating service contracts, monitoring vendors, and procuring cost-effective electricity service.
- **Team averaged rating of 4.8+/5.0** according to the Kingsley Tenant Satisfaction survey.
- Played key role in **securing Apple and Kaplan Education** and **positioning 225 West Wacker for profitable sale.**
- **Co-led initiative** which enabled building to become **one of first LEED Gold Certified Buildings**; developed/executed tenant engagement strategies to acquire necessary credits.

SmithBucklin Corporation, 2000 – 2004, Chicago, Illinois

Leading association management company; 500+ employees.

Senior Manager, Facilities and Office Services

Directed delivery of facility/office services to organization's internal employees occupying 80K SF leased office space in Chicago and 40,000 SF in Washington, DC. Liaised between building management and SmithBucklin. Developed/managed annual departmental budget of \$900,000+ and led staff of 5.

Highlights:

- Created and launched **comprehensive off-site emergency action plan** for all 3 SmithBucklin offices.
- **Cut \$3M in rent/operating expenses** after renegotiating lease.
- Headed \$1.6M Mid-Term Tenant Improvement Allowance Project; renovated 4 floors/elevator lobby entrances with **minimal interruption to business operations.**

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Professional History, continued

Ameritech/Illinois Bell, 1988 – 1999, Chicago, Illinois

Fortune 500 telecommunications company.

Facilities Manager, Corporate Headquarters | Manager – Space Planning / Design / Procurement

Space Planner | Interior Designer

Rapidly promoted within downtown Chicago properties (30 South Wacker Drive, 225 West Randolph Street, and 212 West Washington Street). Managed staff and budget of up to \$3M+. Oversaw construction/renovation projects, drove strategy for space utilization/facility-related decisions, designed space solutions, and selected vendors.

Highlights:

- Managed design for **\$1M+ corporate boardroom renovation with complex electronic equipment**; oversaw project execution.
- **Led all aspects of employee moves** to and from approximately 125K sq ft corporate headquarters building.
- Developed interior programming, planning, and design strategies for internal clients within **500+ buildings totaling approximately 14M sq ft.**

Education

Bachelor of Science Degree, Interior Design, 1988

Valparaiso University, Valparaiso, Indiana

Of Note

Illinois Real Estate Broker License, Voluntarily Inactive

Florida Real Estate Sales License, Active

LEED Accredited Professional, 2008

Volunteer activities: Habitat for Humanity and canine rescue

Technical Skills: Yardi, rCash, Kardin, AutoCAD, JD Edwards, Microsoft Suite (Word, Excel, PowerPoint), FM Systems