

DEBRA DEFALCO

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General Manager

Innovative Servant Leader with a consulting mindset in a matrix environment with backgrounds in **7 industries**. Solid experience in Contracts and Budget Management, Facility and Site Management, Safety, Complex Projects, Vendor, Event Operations. Adept at contract negotiation, strategic sourcing and procurement. Superior vision, time management, written and verbal communication skills with proven success building strong cross-functional relationships through advocacy and feedback. Known for ability to organize, multitask and execute efficient scalable operations.

Skilled in: Contracts Management | Project Management | Vendor Management | Facility Management, Strategic Sourcing | Construction Management | Third Party labor Management | CRM | Forecasting and Planning | Policy Writing and Governance | SAP FICO - Design/Implementation | Learning and Development | Emergency Preparedness and Safety | Meeting & Event Planning | Organization | P-card Implementation | Private Jet Coordination | Excel | Word | PowerPoint | G-Suite | Corrigo | Adobe | QB Enterprise Software (SaaS)

EXPERIENCE

PWC, New York, NY

October 2017 – February 2022

Workplace Experience Senior Manager (Facilities Management)

A trusted member of the leadership team, challenged with maintaining a secure, collaborative, professional work environment to scale that met all regulatory and safety requirements. Oversaw the daily operations and strategic projects for three LEED certified facilities within the national portfolio while fostering trustworthy relationships with staff, cross functional teams, Partners and NLT and delivering status on their vision and strategy.

- Development and performance of third party labor to preserve the facility in function, spruceness, aesthetics and ambiance; Food services and vending to maintain the Micro Market and support private meetings. Oversaw Event Floor, hosting major on site events and meetings requiring food, entertainment and other amenities all resulting in the superb stakeholder/customer engagement experience through performance improvement.
- Collaboration with cross-functional teams to lead and execute on-site capital improvements, renovation projects, staff relocations, contracts and budget adherence and decision-making changes with legal over-site.
- Led back of house operations to coordinate mail room functions, shredding, xerographic services and file drawer database to support the fast-paced requirements of the firm.
- Using data driven analysis, managed front of house operations providing concierge level services for guest reception, meeting support and catering services, resulting in the "workplace experience" and fulfillment of our safety concord in alignment with the COE (Center of Excellence).
- Created and implement company "Playbook" that was instituted across all office locations critiquing universal company standards for people management and use by the third-party labor (TPL) teams.
- Maintained BMS systems, lighting systems, water towers, boiler systems and HVAC to maintain comfort.
- Managed scope of SLA compliance by measuring KPI's for TPL, participating in QBR's.
- Collaborated with cross functional Partners, leaders and teams to achieve policy interpretation, provide pragmatic on the spot solutions that positively impacted our people experience while maintaining the integrity of our overall strategic plan for office and meeting space management and occupancy through use of dashboard reporting and analysis.
- Transformed the way employees worked to drive collaboration, innovation, productivity using data driven analytics, delivering a great employee engagement.
- Led the on-site safety program for emergency preparedness and the firm's national business continuity program, oversaw camera and badge access systems and lobby security guards.
- Member of the NYM Diversity and Inclusion Council to shine a light on our diverse workforce and to embrace our values of care, act with integrity, make a difference, work together and re-imagining the possible.

CIBO ITALIA, LLC., Moonachie, NJ

June, 2012 - October 2017

Consultant

Advisor to the owner of a seed startup, fast-growing company with the purpose of importing Italian Specialty food products for distribution to the wholesale market and consumers, growing the customer base and delivering a high level of customer satisfaction through solving customer problems. Positioned for acquisition.

- Expanded business development by responding to RFP/RFQ's for large food chain stores leading to new customers and executing contracts.
- Led customer engagement and account management including forecasting, sales, service, building the brand and customer loyalty resulting in 150% growth.
- Managed international supplier relationships, production, purchasing and importing/inspection functions to streamline the supply chain. Networking with affiliate suppliers to broaden offerings.
- Developed and deployed the technological infrastructure for the "procure to pay" life-cycle combining all financial and inventory integrations allowing unified real-time reporting.
- Coordinated warehousing and distribution of products ensuring accuracy of inventory for first in/first out (FIFO) to guarantee product freshness.
- Oversaw office operations and staff focused on achieving a high level of customer service to ensure ROI.
- Assisted with food shows, events and marketing/e-commerce to broaden the brand recognition, build customer loyalty and market presence that generated expansion of our customer base by 20%.

FAMILY LEAVE

June 2010 - June 2012

Caregiver

Provided end of life care for terminally ill dad.

ANN TAYLOR, New York, NY

April 2008 - June 2010

Senior Manager, Contract Management

Led the NYC procurement team in the design and implementation of a new ERP system (SAP) that provided the architecture to link the organization's structure and resources with its business strategy.

- Identified business needs and translated into proposed technology approach.
- Architect of the technological infrastructure for the procure to pay life cycle.
- Developed training materials and conducted staff training.
- Authored new procurement policy governing \$750M of indirect spend.

RELEVANT EXPERIENCE BY INDUSTRY

Professional Services – Regulatory compliance, Operations, Change Management, Process Improvement, Project and Budget Management, Capital Improvements, Cross-functional Project Teams, Facility Management, Safety, Contracts, Meeting and Events, Third Party Labor, Employee Experience, SQS, Space Management booking tool

Manufacturing – Operations, Process Improvement, Project and Budget Management, Capital Improvements, Procurement, Contracts, P-Card, Process Improvement, Facility Management, Capital Improvements, Safety, Project and Budget Management, Meeting and Events, SAP Implementation

Food - Operations, Office Management, Customer Sales and Service, Forecasting, Procurement, Contracts, Process Improvement, Marketing, QuickBooks (SaaS)

Construction – Property Management, Sales, Procurement, Construction Management, Engineering blueprints

Retail – Strategic Sourcing, Compliance & Governance, SAP Implementation

Government -Procurement (FAR), M&R oversight, Office Management

Non-Profit – Policy writing and Governance

DIGITAL BADGES

Human Centered Design | Digital Acumen

HIGHLIGHTS OF CONTRACTS AND PROCUREMENT EXPERIENCE

Cibo Italia, LLC. | Moonachie, NJ

June 2012 - October 2017

Managed the “procure to pay” process including supplier and customer relationships, sales, invoicing, production, purchasing, importing/inspection, and QuickBooks enterprise entries

- Developed forecasting of future product requirements based on historical analysis and anticipated growth
- Contracted with overseas producers to meet forecast requirements
- Coordinated shipping container transportation services and USDA inspections upon arrival
- Coordinated warehousing and distribution services of products to customers
- Responded to RFQs for large food retailers including production rates, packaging, custom branded products, time in transit requirement, landed costs, USDA inspection, and in-store delivery commitment.
- Reviewed final SLA contract
- Drafted RFP/RFQ and reviewed responses, completed commitments

Ann Taylor | New York City, NY Senior Manager, Contract Management

April 2008 - June 2010

Led the NYC procurement team in the design and implementation of a new ERP system (SAP) that provided the architecture to link the organization's structure and resources with its business strategy

- Architect of the technological infrastructure for the procure to pay life-cycle
- Development of training materials and conducted training for staff
- Authored new procurement policy governing \$750m of indirect spend

The Children's Place/Disney Store | Secaucus, NJ Category Manager, Non-merchandise

January 2007 – April 2008

Member of the procurement team responsible for collaborating with leadership, stakeholders, and designers to deliver the brand and experience.

- Managed store non-merchandise supplies for over 1000 store locations and a budget of over 35m
- Development of overseas suppliers, sampling, production, quality, and pricing
- Introduction of reverse auction platform to drive competitive bidding resulting in a 20% or greater savings per initiative

The United Nations | New York City, NY Consultant

October 2006 - January 2007

This rare, short-term consulting opportunity to fully aid the UN Headquarters was a unique opportunity to enhance my working knowledge and gain experience with a global, non-profit entity.

- Authored new procurement policy introducing the “Best Value for Money” Principles and Methodology
- Introduction of TCO and the evaluation process, creating the understanding of the difference between purchase price and long-term cost for capital purchases; Acquisition/Physical Hardware Costs, Operating Costs, Personnel Costs

HIGHLIGHTS OF CONTRACTS AND PROCUREMENT EXPERIENCE

Fuji Photo Film, USA | Valhalla, NY

June 2005 – July 2006

National Facilities Manager

Served as National Facilities Manager during a contraction period when the company restructured to regain its market share lost to the introduction of the digital technology industry.

- Engaged existing landlords and commercial real estate market to secure suitable space that met our reduced budget for operating expenses (NJ, TX, and CA)
- Sourced subcontractors and suppliers for renovation and furnishing of the office space
- Converted our workforce to an “insourced” business model utilizing a third-party labor (TPL) company
- Chaired the SAP implementation, representing the interests of the Facilities group to ensure the success of the new ERP system
- Active role in achieving the company goal of ISO 14001 Certification that set the framework for environmental preservation through “reduce, reuse and recycle”.

Hunter Douglas | Upper Saddle River, NJ

June 1994 – July 2003

Director, Corporate Services

Member of the leadership team responsible for creating the workplace environment at our US Headquarters and providing national service agreements to company-owned locations and independent franchises

- Responsible for the national RFP and contracting of small package carrier services (20m), fleet services (3m), travel services (3m) office supplies (1m), copier equipment (2m), refreshment services (1m)
- Procurement of all goods & services for the HQ location
- Managed the HQ landlord relationship and agreement
- Head Project Manager for the Corporate HQ renovation (2m)
- Supply ongoing maintenance, security, and front and back-office services to the Corporate HQ

Bon-Art International | Newark, NJ

August 1989 - June 1994

Director, Plastics Division

Selected to lead development and launching of the Plastics Division by teaming with leadership, consultants, designers, and manufacturing serving the retail store fixture industry

- Cost estimating to develop the budget and support the sales pricing model
- Prototyping for customer quality review and approval
- RFQ and Procurement of all capital, raw materials, components, packaging & services related to plastic manufacturing
- Installation oversight at flagship stores

Military Ocean Terminal of Bayonne (MOTBY) Joule US Government Contractor | Bayonne, NJ

January 1988 August 1989

Purchasing Manager

The company held an on-site contractor role to supply the Federal Government with maintenance and repair services for this self-contained active military base. The full-service contract called for the engineering, repair and maintenance in the following areas: electrical, plumbing, carpentry, painting, roads and grounds, rail, military housing quarters, dry dock, and water treatment and entertainment facilities (restaurants, movie theater, bowling)

- Responsible to procure and maintain records for all equipment, parts, goods and services required to run the military installation in top working order.
- Weekly in house meetings with government officials from leadership and procurement
- Office manager, assistant to the Engineering Chief