



Yvonne York

Facility Maintenance Manager

Bringing 7 years of experience in facility maintenance operations, from hands-on HVAC and plumbing repairs to supervising 19 technicians and 2 shift leads across a mixed-use campus. Developed maintenance and repair budgets totaling \$273,400 annually while raising tenant satisfaction scores from 81 to 94.6. Trained in OSHA 30-Hour General Industry and skilled in Corrigo CMMS, Microsoft Excel, and SharePoint.

CONTACT INFORMATION

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 Roseburg, OR

KEY SKILLS

- Corrigo (CMMS)
- Microsoft Excel
- SharePoint
- HVAC Troubleshooting
- OSHA Compliance
- Preventive Maintenance Planning
- Fire Safety Codes
- ADA Regulations
- Vendor Coordination
- Maintenance Budgeting

PROFESSIONAL EXPERIENCE

2022 - Present

Facility Maintenance Manager | Umpqua Bluff Commercial Properties, Roseburg, OR

- Supervise 19 maintenance technicians and 2 shift leads across a 147,000-square-foot mixed-use campus, coordinating daily task assignments and quarterly performance reviews.
- Raised tenant satisfaction scores from 81 to 94.6 on a 100-point survey by establishing weekend walk-through inspections and a resident feedback loop.
- Reduced annual staff turnover from 29 to 14.2 per 100 employees by introducing structured onboarding, cross-training rotations, and monthly safety stand-downs.
- Monitor fire suppression systems, emergency lighting, and access control hardware on a weekly cycle to keep the facility safe, secure, and code-compliant.

2020 - 2022

Facilities Coordinator | Crater Ridge Office Group, Medford, OR

- Supported a team of 11 maintenance staff responsible for 83,000 square feet of Class B office space, scheduling preventive tasks in CMMS.
- Improved occupant satisfaction survey results from 79 to 91.7 points by creating a priority-based follow-up process for tenant-reported issues.
- Developed maintenance and repair budgets totaling \$273,400 annually, tracking line-item variances each month in Microsoft Excel.
- Set quarterly goals and deadlines for custodial and grounds crews, reducing missed milestone counts from 9 per quarter to 3.

2019 - 2020

Maintenance Technician | South Umpqua Industrial Park, Myrtle Creek, OR

- Performed HVAC, plumbing, and electrical repairs across a 64,000-square-foot warehouse complex, completing an average of 37 work orders per week.
- Assisted the facilities manager in onboarding 4 new technicians, cutting average training time from 18 days to 11 days per hire.
- Ran nightly building checks of mechanical rooms, roof drains, and door hardware, logging issues in SharePoint for next-day repair.

EDUCATION

BS, Operations Management

Oregon Institute of Technology, Klamath Falls, OR | 2015 - 2019

CERTIFICATIONS

OSHA 30-Hour General Industry, OSHA Outreach Training Program, through OSHA-authorized trainers, 2021