TERRENCE HAYES

FACILITIES SUPERVISOR

CONTACT

terrence.hayes@email.com
(410) 555-0168
Baltimore, MD
linkedin.com/in/terrencehayes

SKILLS

- HVAC
- Boilers
- Plumbing
- Electrical
- Troubleshooting
- Preventive Maintenance
- Excel
- Word
- Microsoft Office
- Leadership

EDUCATION

Certificate 05/2020
Community College of Baltimore County
Baltimore, MD
HVACR Technology

CERTIFICATES

Building Operator Certification (BOC) Level I
10/2022
BOC International

EPA Section 608 Universal Certification
04/2020
U.S. Environmental Protection Agency

OSHA 30-Hour General Industry
02/2024
OSHA Outreach Training Program

SUMMARY

Facilities Supervisor with 6 years of full-time hands-on and supervisory work in mixed-use and Class A office buildings, now leading a 7-person maintenance crew. Plans HVAC, boilers, plumbing and electrical work, handles troubleshooting on building systems, and tracks labor and spending in Excel. Steady leadership on nights, weekends and storm callouts.

EXPERIENCE

Facilities Supervisor 04/2023 - Present
Harborview Property Group Baltimore, MD
Owner of 4 mixed-use buildings with 600 apartments and 120,000 sq ft of retail.

- Oversee **7** technicians across 2 shifts, assigning 500+ work orders a month by trade and priority.
- Plan preventive maintenance on 3 boilers, 2 chillers and 80 air handlers, cutting emergency repairs 28%.
- Lead troubleshooting on electrical and plumbing failures, restoring service within 4 hours on 95% of calls.
- Manage a $350K repair budget in Excel and finish each year within 2% of plan.

Lead Maintenance Technician 05/2020 - 03/2023
Inner Harbor Office Partners Baltimore, MD
Class A office building of 450,000 sq ft with 35 tenants.

- Ran daily rounds on boilers, cooling towers and pumps, logging **40** readings per shift.
- Repaired VAV boxes, valves and lighting controls, closing 120 tenant tickets a month.
- Trained 3 junior technicians on lockout/tagout and boiler safety procedures.
- Wrote Word reports on 6 capital repair needs that became funded projects.

HVAC Apprentice (Part-Time) 06/2018 - 04/2020
Patapsco Mechanical Services Halethorpe, MD
Part-time apprenticeship with a commercial HVAC contractor during the HVACR program.

- Serviced **30+** rooftop units and split systems a week alongside a licensed technician.
- Replaced motors, capacitors and contactors and recorded refrigerant use on every call.
- Cleaned coils and drain lines on 4 school buildings during summer shutdowns.