


Farrukh Bashir



December 20, 2023

Director
Human Resources
University of Wisconsin
Madison, WI

Dear Director:

Though I'm happily employed at the University of Minnesota, your recent posting for the **Assistant Vice Chancellor of Physical Plant** caught my interest.

First, let me share who I am, where I come from, what shaped me to be where I am today and what gives me the confidence and assurance of why I am qualified for this position. I consider myself a self-made first-generation Pakistani-who came to USA in 1986 with \$1000 and who never spoke a word of English. For the past 35 years, I have worked hard to educate, learn, and experienced life from all aspects in USA. I have experienced openness, acceptance, resistance, inclusion, exclusion, racism and so on...All of it made me a strong and humble person and an authentic leader.

I have completed an undergraduate degree in Biology and Business, master's in human services, completed Doctorate in Education with All but Dissertation in Higher Education Administration and Certified Educational Facilities Professional (CEFP). Along with my educational achievements, work experiences and many mentors taught me self-discipline, openness, servant leadership, and how to be a better listener, a good friend, a better father, and role model. I have worked in higher education and healthcare administration and found similarities and differences at the same time. My higher education experiences are vast and diversified thru organization like Western Michigan, Texas A&M, St. Edwards's University, and the University of Minnesota.

In my current role at the University of Minnesota – A top 10 land grant large institution with over 70,000 students, five campuses and nearly 30 million SQF of building spaces. In my current role as FM-Associate Director, I oversee over 100 plus FTEs with 5 direct reports, managing \$16 million annual budget and nearly 3-4 million SQF of buildings maintenance and custodial operations. This position easily equals a senior facilities director for most mid-level universities and colleges. My day-to-day work includes leading, directing, and supporting the team, projects overview, construction, energy management and sustainability. I am effectively involved on campus through various committees including faculty senate, Diversity Equity and Inclusion, and Climate action plan on Resilience & Adaptation. I lead a group of staff in developing technical training for our trades and mechanics.

Please accept my resume for the **Assistant Vice Chancellor of Physical Plant**. I am confident that my skills and professional experience are an excellent match for the qualifications required for this position. I have more than 30 years of administration and management experiences which has aided me in being a strong, productive leader involved in staff training and development, human resource management, customer service and satisfaction, compliance and regulations, community and client relations, facilities operations, sustainability, strategic planning, assessment, and policy development.

Through the various leadership roles, I have held in both public and private sectors, I have developed the skills and qualifications required to fill this position. I have designed and implemented a wide variety of programs, developed budgets, and oversaw operating and capital expenditures. I have also recruited, trained, and managed staff, created policies and procedures. I am a conceptual, disciplined, sincere, caring, empathetic, and diverse person. I have a drive to create value, a positive attitude, and integrity. I am a self-motivated strategic visionary, who leads others to ensure productivity and efficiency in a timely manner.

I look forward to discussing my background and accomplishments with you. I can be contacted at the above telephone number or e-mail address at your convenience. Thank you for your consideration.

Sincerely,

Farrukh Bashir

FARRUKH BASHIR



Dynamic and visionary leader with proven record of leading change, exceeding goals, and objectives. Diverse experience and demonstrated results in building coalitions, growing organizational capacity, establishing effective project and operational teams, and managing complex organizational budgets. Versatile and confident leader with experience in developing strategic plans and achieving results through leveraging partnerships, encouraging innovation, and inspiring progress. Dynamic thinker with a history of identifying creative approaches to resolve complex issues.

Leadership Competencies

- Knowledge of organizational policies, procedures, systems, and objectives.
- Experience in financial management and budgeting methods.
- Ability to exercise initiative, sound judgment and problem-solving in the decision-making process.
- Experience managing large staff, training & development, and employee relations.
- Experience in large facilities operations, construction, and project management.
- Excellent interpersonal and communication skills with ability to relate to diverse age, demographic, and cultural backgrounds.
- Experience building coalitions with stakeholder groups.
- Good negotiating skills and ability to influence others to reach agreement.
- Experience planning, organizing, and directing activities related to cost, quality, safety, and access.

Professional Experience

Associate Director – Facilities Management

University of Minnesota – Minneapolis, MN 2018-Present

- Overall responsibility for on-going facility operations and stewardship, including maintenance, custodial, project management, support services, and safety in assigned West Bank district. Serves as a key staff member of Facilities Management District Operations senior management team.
- Collaborating with other university divisions to provide full-service facilities management operations, to support the teaching, research, and outreach missions of the institution.
- Ensure environmental sustainability initiatives are integrated into all facilities operations.
- Leveraging subject matter expertise and leadership skills to drive continuous improvement, best practice implementation, talent development, safety culture, staff diversity and inclusion, sustainability, and highest level of customer services.
- Representing facilities on various university committees; participating in department, college, and university activities.
- Developing and monitoring recurring operating budget allocations to control expenditures in a fiscally responsible manner. Supporting annual infrastructure capital budget, and prioritization process.
- Ensuring leadership and appropriate stakeholders are informed about possible benefits or implications from financial decisions.
- Leading staff planning and hiring process, as well as continual evaluation of management, plant, maintenance, building, customer service and support personnel consistent with university employment policies and collective bargaining agreements.
- Responsible for the overall mechanical performance, maintenance, and appearance of all district buildings, grounds, and property. Ensure all facilities operations are performed in support of the university's mission statement, strategic goals, and values.

- Ensuring department operations are safe, effective, and department assets are safeguarded. Department information is reliable, and complies with applicable laws, rules, regulations, policies, and procedures.
- Responsible for the design, execution, and effectiveness of a system of internal controls.
- Negotiating and executing collective bargaining agreements and service level agreements (SLAs) with various departments.
- Monitoring customer satisfaction levels through KPI's and other accountability measures.
- Utilizing technology-based tools to collect, interpret and analyze management information.

Director, Hospital Support Services & Multi-Site Facilities Operations

Park Nicollet Health Services, St. Louis Park, Minnesota 2010 – 2018

- Planned and lead staffing, budgeting, and directing business operations for maintenance and custodial services.
- Planned and collected customer experience data to guide continual service improvements.
- Lead the business units in contract negotiations, acquisitions, and retentions.
- Conducted facilities site audits on a frequent basis to inspect overall customer experience.
- Established key performance indicators (KPIs) across the organization and built a reporting dashboard to track and share performance to goals.
- Prioritized, scheduled, and delegated work assignments, and directly or indirectly supervise assigned staff to ensure the highest level of care.
- Implemented and managed the departmental budgets and participated in budget performance reviews.
- Ensured compliance with all local, state, and federal regulatory agencies, in addition to safety and work regulations.
- Directed the training of all employees in the processes and methods required to achieve the practice's standards for quality, quantity, and safety.
- Participated in cross-functional teams to ensure the continuous, on-going improvement of processes, methods, productivity, and quality, while reducing costs.
- Developed comprehensive policy and procedures, job description and evaluation system to enhance internal management capabilities and provide direction for quality improvements.
- Coordinated, participated in, and facilitated union grievance meetings and employee relations.

Director, Environmental Services – Healthcare Facilities Operations

Sodexo Health System, Mankato, Minnesota 2004 -2010

- Provided strategic leadership by implementing short and long-term goals to ensure client satisfaction and account retention.
- Planned, directed, and coordinated operational activities at the highest level of management with the help of subordinate managers. Duties and responsibilities include formulating policies, managing daily cleaning operations, and planning the use of products and human resources.
- Lead team of senior department managers/directors to address on-going hospital operational, management, internal audits, and functional issues.
- Developed business plans to address new constructions and renovations.
- Established and implemented departmental policies, goals, objectives, and procedures, conferring with organization officials, and staff members as necessary.
- Determined staffing requirements, interviewed, hired, trained new employees, and oversaw the personnel processes.
- Worked on various committees leading change management thru LEAN processes.

Director of Residence Life - Housing and Residence Life

St. Edward's University, Austin, Texas 1998-2002

- Administered and managed on campus residential housing operations.
- Developed curriculum and taught student development courses.
- Advised and provided leadership, policy review, program development, and budgetary supervision for the following areas: Judicial Affairs, Student Services, New Student Orientation Programs; and Student Government.
- Promoted and supported on-campus diversity initiatives.
- Advised and counseled students on various academic and career related issues.

Program Coordinator - Housing and Residence Life

Residential Life - Texas A&M University, College Station, Texas 1996-1998

- Developed and managed programs and projects for graduate students.
- Prepared curriculum, and taught student development classes.
- Published newsletters and department publications.
- Procurement services, financial aid and budget management.

Area Director- Housing and Residence Life

Department of Housing, Western Michigan University, Kalamazoo, Michigan 1992-1996

- Administered and planned staff training with an emphasis on development and diversity.
- Developed and implemented one stop shop operations to assist students with counseling, financial aid, registration, housing, and other customer services matters.
- Prepared curriculum, and taught student development classes.

Education

- ABD - Ed.D University of Minnesota
- M.A. Degree, Human Services & Leadership Development
St. Edward's University, Austin, Texas
- B.A. Degree, Business/Biology
Minnesota State University, Moorhead, Minnesota

Certifications

- Certified Education Facilities Professional (CEFP)
- Project Management Certificate, University of Minnesota
- Supervisor's Tool Kit Trainer Certified, APPA

Campus Leadership:

Member for University Senate

Member of system wide Diversity, Equity, and Inclusion committee

Member of Campus Climate Action committee

Technical Proficiency:

Word, Excel, PowerPoint, Tririga, BI Reporting, Web Reporting