

KEENA ELKINGTON

ADMINISTRATIVE & OPERATIONS PROFESSIONAL

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PROFESSIONAL SUMMARY

Highly organized Operations Professional and Entrepreneur with over a decade of experience supporting large corporations and festivals with a variety of administrative, property, and programmatic management solutions tailored to the needs of each client. I am passionate about supporting the Canadian economy, exploring creative outlets, and generating efficiency for local businesses that build our community. Self-driven autonomous thinker driven by the desire and ability to help others organize the daily chaos and create efficiency to ensure daily operations run smoothly. Dependable, Adaptable & Tech-savvy with natural leadership qualities. Inclusive LGBTQ+, Diversity, Disability & Women's Rights advocate.

PROFESSIONAL WORK EXPERIENCE

FOUNDER

2020-Present

The Organized Keener Inc., Calgary, AB

I opened my own business in 2020 during the global pandemic to provide executive virtual services and drive the growth of the entrepreneurial dream behind the scenes. We offer administrative, creative and organizational support through tailored service packages to fit our clients' specific needs.

- We have successfully championed small businesses in a variety of industries including small retail, IT consultants, restaurants/bakeries, recruitment firms, Real Estate Agents, Photographers and Accountants.
- We offer a wide variety of services including ecommerce support, presentation services, marketing collateral design, website design and maintenance, podcast/blog/social media content creation and promotion.
- For a more detailed list of services, please visit www.theorganizedkeener.com

REGIONAL OPERATIONS LEAD, WESTERN CANADA

2021-2022

RioCan Management, Calgary, AB

- Delivered executive and personal administrative support to the VP of Operations, Western Canada including research, data collection, creation of executive summaries, travel coordination, expense management, calendar organization and general administrative support as needed.
- Coordinated and improved daily office management needs such as equipment and supply inventory tracking, equipment repairs, supply orders and event management. Consolidated vendor management based on demand and upgraded internal controls processing for ordering and inventory practices.
- Analyzed and prioritized various business concerns and programs by researching technical and procedural solutions, communicating with shareholders, integrating new software or services and providing training on new solutions where necessary.
- Drafted and negotiated various RFP documents through the tender process from scope creation through to contract execution and vendor management setup.
- Liaised with the City and various community officials regarding community safety initiatives downtown Calgary. Improved safety metrics and coordinated joint taskforce response strategies for ongoing challenges.
- Project Management of various program migrations and policy implementations ranging from new building management software roll outs, IT migration and security program implementation.
- Creation and financial management of all Western Canadian Operations budgets within a 2% variance margin.
- Audited, coached and oversaw regional and national goals such as work order SLA accuracy, budget compliance forecasting and tenant satisfaction through a number of pre-determined KPIs.
- Regular Committee Involvement focusing on DEI (Diversity, Equity & Inclusion), Health & Safety, WIN (Women's Network), National Social and Innovation Committees.

CONSTRUCTION PROJECT MANAGER, TENANT IMPROVEMENT

2018-2021

CBRE c/o Microsoft Canada, Calgary, AB

- Managed all facets of project management (budget, schedule, procurement, quality & risk) for individual real estate projects including planning, design, construction, occupancy, and closeout.
- Prepared scope of work, project delivery resource requirements, cost estimate & budget, work plan schedule & milestones, quality control, and risk identification.
- Implemented communication plan for meetings and written reports/meeting minutes to keep client and project resources informed and facilitated regular project meetings.
- Ensured project data integrity and documentation is accurate, timely and coordinated.
- Tracked progress of each project against goals, objectives, approved budgets, approved timelines.
- Assessed change requests to determine impacts to scope, budget, schedule, quality and risk.
- Reported status and any applicable variances to shareholders.
- Created action plans to meet objectives, budget and schedule.
- Implemented change management routines to assess change requests, make recommendations, secure Client approvals, and issue change orders.
- Managed capital purchases of furniture and equipment for data centres and sales offices internationally, covering the US, Canada, Singapore, Ireland and the Netherlands.
- Implemented standard risk management routines to identify project risks, develop risk mitigation and contingency plans, and implement action plans to reduce or eliminate project risks.
- Responsible for capital purchases and tenant improvement project budgets between \$1K – \$8M.

ASSISTANT FACILITIES MANAGER & BRIEFING CENTRE COORDINATOR

2017-2018

CBRE c/o Microsoft Canada, Calgary, AB

- Reviewed and aligned purchases and invoices to minimize variances of monthly & quarterly operation budgets.
- On site coordination of \$3.2M construction of new customer floor in Calgary.
- Assisted with installations, upgrades and decommissioning of any/all IT infrastructure equipment (ie: UPS Systems, Audio Visual installs, Server & PBX/Cloud PBX equipment and broadband IT upgrades.)
- Oversaw and delegated various projects and tasks performed by contractors, vendors and technicians including: space refreshes, new construction and daily operations maintenance.
- Directly managed the local Calgary receptionist & took an active role as team lead for the Canadian portfolio to improve communication, boost morale and increase program standardization.
- All duties as previously assigned in the role of Workplace Experience Coordinator below.
- Supervised 6 western Canadian offices, assisting the Regional Facility Manager with staffing, training, policy & procedure creation and budget management.
- Responsible for all scheduling, catering and preparation for executive meetings and events taking place in the *Microsoft Technology Center* alongside the local architect or presenter.

WORKPLACE EXPERIENCE COORDINATOR

2013-2017

CBRE c/o Microsoft Canada, Ottawa, ON & Calgary, AB

- Measured facilities management through various metrics-based business reports such as Building Inspections, Event Surveys, Floorplan Tools, Security Reports, Equipment Service Reports, Client CSAT Surveys etc.
- Created purchase orders and managed projects from quotes to invoice payment Using Software such as 360/Facility Link, CORE, JDE & DocuSign.
- Responded to customer, partner and employee complaints and inquiries while delivering excellent customer service.
- Opened and assigned work orders tracking customer and internal requests and maintenance to ensure SLA deadlines were met or exceeded.
- Proactively coordinated room reservations, catering requests, room setup and A/V testing to ease the Stakeholder's meeting experience.
- Procured and reconciled all purchases of office & kitchen supplies, furniture, and contractor services.
- Managed and tracked all incoming and outgoing shipments, regularly coordinating between staff and couriers.
- Health & Safety Coordinator, Floor Warden & Area Access Manager.
- Delivered high quality morale, team building and celebratory events for the local offices I supported.

ADMINISTRATIVE ASSISTANT (SEASONAL CONTRACTOR)

2010-2014

Ottawa Bluesfest, Ottawa, ON

The name of this festival does not do it justice as it is one of the largest music festivals in Canada with approximately 300,000 attendees daily and brings in large headliners in the music industry covering all music genres. Past talent includes Santana, Joan Jett, BB. King, Iron Maiden, Blue Rodeo, Bob Dylan, KISS, RUSH, Foo Fighters & Snoop Dogg.

- Customer service over the phone and in-person.
- Distributed passes and equipment and assisted with media requests and registration needs.
- On-site liaison between the staff, volunteers, media and event attendees.
- On-Site event setup and teardown at the Lebreton Flatts venue.
- Provided emergency administrative support to talent, staff and attendees during a weather-related accident in 2011.

EVENT MANAGER (CONTRACT)

2011-2014

Ottawa Bluesfest, Ottawa, ON

- Completed applications for various permits, drafted official communications and ordered supplies including uniforms.
- Attended, stewarded and chaired monthly meetings coordinating the 15,000 player sporting event and concert.
- Managed a team of 40 volunteer planning committee leaders, following up to ensure completion of assigned tasks.
- Coordinated logistics in compliance with management directives, including on site troubleshooting.

EDUCATION & CERTIFICATIONS**Facility Management Professional (FMP), IFMA, Houston, TX****2020****Post Graduate Certificate – Event Management, Algonquin College, Ottawa, ON****2011-2012****Diploma– Music Business Management, Durham College, Oshawa, ON****2009-2011****SKILLS & PROFICIENCY**

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| <ul style="list-style-type: none"> • Microsoft Office Suite • Windows 10 & Apple OS • Adobe Photoshop & InDesign • Quickbooks Online, Wave Invoicing & JDE • Canva & Capcut • Shopify, Wordpress, Wix & Squarespace • Docusign & AdobeSign | <ul style="list-style-type: none"> • Collaborative Teamwork • Project Management • Administrative Acuity • Accounting & Procurement • Events Coordination • Coaching & Training • Program Management • Administrative Acuity | <ul style="list-style-type: none"> • Effective Communication • Office Management • Web Design & Maintenance • Calendar & Email Management • Podcasting, Blogging & Social Media • Marketing Collateral Design (business cards, logos etc.) |
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