

# Leann Morris

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## Senior Facilities Asset and Technical Project Manager

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Results-driven senior asset and project manager with a proven track record of leading teams and driving strategic initiatives in diverse and fast-paced organizational settings. Adept at managing large-scale inventories and projects demonstrating strong leadership in fostering collaboration and achieving business objectives.

*13 years of progressive experience in asset management, logistical planning and coordination, and project management. Healthcare mission-focused, builds cultures of excellence to ensure the overall well-being and success of an organization.*

- ▶ Expert and detailed management of large complex inventories; including high-dollar capital and business critical assets, throughout the equipment's service life.
- ▶ Manages high-trust customer relationships, coordinates between technical service delivery technicians and customers against contract service level agreements, budgets, operational needs, and equipment lifecycle and technical roadmaps.
- ▶ Leads complex projects involving hardware assets and service delivery where time and budget accountability are critical to mission and organizational success.

**Project Management Professional (PMP) Certification; Cisco Certified Network Associate (CCNA) and Building Industry Consulting Service International (BICSI) (In Progress).**

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## CAREER HIGHLIGHTS AND ACCOMPLISHMENTS

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### R&R Heating and Air Conditioning, Inc

2020-2024

#### Senior Facilities Asset and Project Manager

Lead teams of 20 facilities technical professionals in supporting multiple construction sites, improved process delivery efficiency resulting in a 26% increase in on-time service delivery. Managed a portfolio of eight projects simultaneously in a fast-paced mission-focused environment.

- ▶ **Organized on-time Service Delivery of Facilities Assets** created service level agreements and improved processes and service delivery documentation; encouraged feedback and innovation, ensuring practices evolved in line with organizational needs and industry standards and regulatory compliance.
- ▶ **Established service metrics and key performance indicators** to assess progress toward departmental objectives, enabling data-driven decisions that optimized performance outcomes and cost-savings.
- ▶ **Tracked and accurately accounted for thousands of facilities assets and their service delivery;** leveraged a detailed inventory tracking system and forecasted needs against inventory and schedule.
- ▶ **Led collaboration for scheduling and equipment needs across diverse departments and business lines to align objectives** and share resources, fostering a complementary approach that contributed to the achievement of wider organizational goals.
- ▶ **Led a comprehensive company culture initiative focused on enhancing employee engagement and overall workplace satisfaction.** As a result of these efforts, employee satisfaction rates increased by 35% over the course of one year.

### Extreme Heating and Cooling, LLC

2013-2019

#### Facilities Asset and Project Manager

Led the planning and execution of complex facilities projects, oversaw the service delivery installation, repair, and remediation of equipment while achieving an industry leading of on-time completion rate. Tracked equipment inventory and controlled the release of capital equipment based on business roadmaps, operational schedules, and customer needs.

- ▶ **Managed procurement and inventory** of all capital equipment and materials, ensuring timely availability for projects. Through streamlined operations and effective resource management improved inventory turnover by positioning the company for sustainable success in a competitive market.

- ▶ **Implemented rigorous quality assurance processes that maintained a 98% quality rating;** ensured full compliance with all industry regulations, achieving a high compliance rate during annual inspections.
- ▶ **Led multiple teams** of technicians and staff, providing training and support to ensure high performance and adherence to safety standards. Improved on-time delivery through effective training and documented standard operating procedures.
- ▶ **Built and maintained strong relationships** with clients, stakeholders, addressing their needs and concerns to ensure high-levels of customer satisfaction – evident by 97 out of 100 customer returned rate.
- ▶ **Developed and managed capital equipment budgets** ensured cost control and through contact and pricing negotiation reduced costs by an average of 15%.
- ▶ **Identified and mitigated risks** associated with asset management, including equipment vulnerabilities and compliance issues, enhancing the organization's risk posture.

### Affordable Designs

2011-2015

#### Asset and Logistics Manager

Managed and accounted for inventory, expenditure, patterns of consumption, and profit. Managed and leveraged information technology to enhance operational efficiency and customer engagement through innovative solutions.

- ▶ **Developed and implemented management policies and procedures,** enhancing operational efficiency and aligning with standards and regulations.
- ▶ **Established and maintained relationships** with key vendors and suppliers, negotiating contracts to optimize terms and conditions and ensuring timely delivery of assets.
- ▶ **Analyzed asset utilization and performance data** to identify opportunities for cost savings, achieving an annual reduction expenditure by 45%.
- ▶ **Designed and implemented a modern Point-of-Sale system and an effective inventory management process** streamlined inventory tracking and reduced errors by 25%.

### St. Mary's Medical Trauma Center

2002-2011

#### HealthCare Unit Coordinator / Trainer

Provided and coordinated for critical support during emergency health care cases; utilized advanced life support techniques and collaborated with healthcare and supporting teams to support patients in high-pressure situations. Developed and conducted new staff training programs built on best practices in patient care, trauma response, and effective communication.

- ▶ **Facilitated continuous quality improvement** initiatives that enhanced team performance and improved patient outcomes.
- ▶ **Created a culture committed to education and teamwork,** fostered a culture of excellence in patient care.
- ▶ **Led a diverse team of staff members** in the customer service committee, fostering collaboration and engagement to enhance service delivery.
- ▶ **Established channels for collecting feedback and ideas** from staff, using insights to drive improvements in service processes and team dynamics.
- ▶ **Developed new procedures and accountability for administrative reporting** to senior management, highlighting successes and areas for improvement.

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## EDUCATION

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Cisco Certified Network Associate (CCNA) and Building Industry Consulting Service International (BICSI) (In Progress)  
Completed 72 credit hours towards bachelor's degree in applied science

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## COMMUNITY SERVICE

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Vice President, BG Business Women Organization

2024

Actively lead initiative to empower women in business through networking events, workshops, and mentorship programs. Foster a supportive community aimed at professional development and leadership growth among members.

Honoree, Marquis Who's Who in America

2023

Recognized for outstanding achievements and contributions as an Asset Manager in the field of HVAC. This honor highlights a commitment to excellence and leadership, showcasing professional accomplishments that have made a significant impact.

Lead, Women's E.A.S.E. Group

(Evolve, Adapt, Seek, Emerge)

2022-2023

Guided a team focused on personal and professional development for women. Organized workshops and discussions that encouraged participants to evolve their skills, adapt to challenges, seek new opportunities, and emerge as leaders in their fields.

Member, Project You

2022-2024

Participate in a community-driven project aimed at personal growth and empowerment. Collaborate with fellow members to share resources, provide support, and promote initiatives that enhance the well-being and success of individuals in the community.

Community Service Volunteer

2015-2023

Western Kentucky

Assisted community members recovering from illness or injury by constructing and modifying home improvements to enhance their living conditions. Collaborated with a team to assess individual needs and create tailored solutions, demonstrating strong problem-solving and project management skills.

Volunteer, Dismas House of Charities

2008-2010

Support individuals transitioning from incarceration back into society by providing mentorship, resources, and community engagement opportunities. Assist in organizing programs that promote reintegration, helping to create a supportive environment for residents.