






CHRISGEORGE
Director of Field Operations

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Industry Experience

MBW Construction | Engineering

Director of Field Operations - June 2021 to Present

FLSmith Inc.

Director of Installation Services
December 2020 to July 2021

Vice-President Service Execution
July 2018 to December 2020

FLSmith Inc. Cont.

General Manager Services
September 2015 to July 2018

Global Business Development Services
October 2012 to September 2015

Americas Sales Manager Upgrades
January 2005 to October 2012



FLSmith Inc.

- Responsible for day to day leadership and operation of some ~200 full time employees who perform onsite services from 6 service centers with full P&L responsibility (sales, rev, CM, cost) and work quality & safety
- Chair weekly project scheduling and resource planning meetings to assure that promise dates are achieved
- Achieved growth in sales by applying business analysis practices to determine wallet share, hit rates and proposal production cost (business has real time insight into market through standardized reporting)
- Boosted as-executed CM by establishing consistency in “change order” management through use of KPIs and incentives where a measure of success is customer acceptance prior to performing changes
- Updated employee training and identified changes in equipment / methods to deliver more efficient work
- Upgraded legacy safety culture to “zero harm” model where department managers and project managers are vested in safety and regularly visit work sites to observe work in progress, give site safety talks and find ways to improve safety or working conditions and ensure that employees and sub-contractors are reporting “near misses” or “hazards”. Through focused application of KPIs and incentives the Total Recordable Incident Frequency Rate (TRIFR) improved over several years with significant reductions in 2019 and 2020 where YoY improvement reached 40%
- Formalized the process of prequalifying sub-contractors and validating compliance with insurance, performance bonds or safety training before purchase orders are issued
- Standardized processes for estimating projects and proposing work to minimize cost overruns during the performance of work
- Manage and mediate conflicts and differences with internal/external stakeholders and promote fairness and consistency across team
- Balance design standards with entrepreneurial approach to increase sales, rev and CM by listening to customers and understanding their decision drivers and use value based sales approach
- Effective and skilled negotiator with track record of success with extensive experience and understanding of commercial terms and conditions (whether direct to customer or sub-suppliers)
- Actions demonstrate cooperation and team approach with colleagues and customers with desirable personal character, commitment, professionalism, organizational skills, work habits and coaching skills

LEADERSHIP

- In 2012 was assigned to complete the transition and integration of an acquired service business; over 3 year period I fostered relationships with legacy business leaders and successfully planned and implemented succession plans as these leaders retired
- From 2014 onward directed and coordinated a number of changes in legacy policies to harmonize with group policies (primarily HR, legal terms, staff development through KPIs / PDRs and safety); throughout this process many legacy business methods and practices were retained where they resulted in efficiency and delivered value to customers
- Commencing in 2015 rolled out local mentorship program and oversaw the creation of opportunities for employee growth and development to promote talent retention and have able successors available
- In 2020 expanded performance evaluations for BC employees and introduced NCCER construction training processes to enhance skilled worker knowledge and establish BC career paths
- Advanced the skills of project managers through training seminars that focus on cost management and effective execution of work
- In global business development role I hosted multiple sessions where “best practices” and service delivery responsibility / type was defined and aligned across 7 regions

COMMUNICATION

- Foster open communication with all team members with “open door” management style
- Accomplished communicator across all levels of organization
- Inspire diversity in workforce and a safe work environment for all employees and sub-contractors
- Strengthen business performance through use of aligned KPIs, incentives, PDRs to achieve results