Experience & Stability

PLEASE SEE ATTACHED

RJB Properties, Inc.  "Creating & Sustaining Healthy Environments!"

Green Clean Institute
Excellence In Cleaning Knowledge
Company Mission Statement: Creating and sustaining healthy environments for our clients through collaboration, training, and process improvement.

The Beginning Era: 1985—1996

Ronald J. Blackstone started RJB Properties, Inc. in 1985 as a food service franchisee; later to become a food service contractor. His philosophy was simple: provide people with well-prepared food and they will eat, therefore buy. So, he spent the early years of the company perfecting recipes and developing strong networks within the food service industry. One of those networks produced a joint venture agreement with the highly successful Canteen company.

While partnering with Canteen, RJB was able to develop its infrastructure to support the many different sized projects it would find itself pursuing in the future. RJB was also able to build its capacity to operate in different industries. Among many of the projects that RJB and Canteen collaborated were Joliet Prison in Illinois, Michael Reese Hospital in Chicago, Bremen Township High School District #228 in Illinois, Chicago Public Schools through Canteen’s Preferred Meals Program, and Cook County Jail (CCJ) also in Illinois. At CCJ alone, RJB provided three (3) meals per day for 11,000 inmates, three hundred sixty-five (365) days a year. RJB became very good at identifying and fine-tuning processes to make its operation run productively and efficiently. As a result, the company was able to begin pursuing other business opportunities independently of Canteen.

One of the most important factors contributing to the success of new business is its ability to build credibility within the industry it desires to operate. RJB was able to capitalize on its experience with Canteen by building its credibility in the food service industry, which ultimately led to RJB securing contracts with a plethora of organizations. Early in RJB’s history, military bases were the focus. RJB secured contracts with Des Plains Illinois MECP Center, Warren Air Force Base, Robins Air Force Base, Atlanta Naval Air Station, Marine Corp Air Station Miramar, Marine Corp Air Station Yuma, Lincoln’s Challenge and Boot Camp Program in Illinois, U.S. Army Garrison Fort Hunter Liggett, Camp Park Army Base, and Fort McCoy Army Base. As a result of doing so well at Fort McCoy, RJB was extended an opportunity to develop expertise in a secondary market: janitorial. Since securing the Fort McCoy contract for janitorial services, RJB hasn’t looked back. Securing contracts for the likes of Army Depot in Anniston Alabama; Onizuka Air Station; Rock Island Army Arsenal; Whiteman Air Force Base;
Great Lakes Naval Training Center, Naval Inventory Control Center, the U. S. Marshall’s Office, and the John C. Kluczynski Federal Building. In addition to the military bases and federal office space, RJB moved into the banking market and secured contracts with Bank One (present day Chase Bank) for five (5) sites and Metropolitan Bank Group (MB Bank) for thirty (30) sites. As doors began opening in the banking market, other private sector opportunities became available to RJB. Among the notable are Commonwealth Edison and Caterpillar, preparing RJB to compete in other markets.

**The Current Era: 1996 to present**

As RJB began its transition from a fledgling company into its role as a player to be reckoned with in the janitorial industry, scores of other opportunities became real to RJB. Not only were we working in the military base and private sector markets, but we began working in the public educational market, the convention center market, higher education market, and commercial office space market. Over time the company secured and retained a high percentage of public educational institutions, cementing RJB as one of five (5) companies in the Chicago area capable of sustaining long-term relations with the state’s many school districts. Some of the company’s long—term relationships have been with the following school districts:

- Thornton Township High School District #205—10 + years
- South Holland School District #151—10 + years
- Homewood-Flossmoor High School District #233—10 + years

Some of the company’s medium and short—term relationships are with the following school districts:

- Barrington School District #220
- Zion School District #6
- Algonquin School District #158
- Salt Creek School District #48
- Grayslake Community Consolidated School District #46, and
- Chicago Public School District #299

Other notable organizations that have entrusted RJB Properties with janitorial service work are:
Company Overview, Cont'd

- Cook County Medical Examiner's Office
- Metropolitan Water Reclamation of Greater Chicago
- University of Chicago
- Illinois Institute of Technology
- McCormick Place,
- Northrop Grumman
- Sandridge School District #172
- North Palos School District #117
- Country Club Hills School District #160

In the latter half of the first decade in the new millennium, RJB was exposed to a new business opportunity; maintenance service contracts. The first maintenance contract secured by the company came in 2008 in the form of North Chicago School District #187. We have successfully fulfilled and exceeded the service requirements laid out in the service contract and believe going forward that the sky is the limit in this market.

Company Certifications:

The role of certifications earned by any company in any industry is vital, but to a minority, a woman, a veteran, or a lesbian/gay/transgendered person attempting to become an entrepreneur—it's essential. RJB is owned and operated by a man who happened to be African American, which qualified the company for minority status. After completing the evaluation process, the following agencies certified RJB as a minority-owned business enterprise (MBE):

- The City of Chicago
- The County of Cook
- The State of Illinois, and
- The Chicago Minority Supplier Development Council (local branch of the National Supplier Diversity Development Council)

The MBE certification was instrumental in RJB's ability to secure meaningful and profitable contracts.

RJB is also silver certified as a "Green Clean" company through the Green Clean Institute.
Company Overview, Cont’d—Executive Team

As with any company, leadership is the key to conceiving, developing, implementing, managing, growing and sustaining any profitable business. RJB is no different. Combined, the executive team has more than 190 years of experience in business, more than 77 years in janitorial, and more than 12 years in other professions. The following is a summary of our executive team.

Mr. Blackstone was the Founder and President of RJB Properties, Inc. until his recent and unfortunate death. He held a Bachelor of Arts degree from Knoxville College and a Master of Business Administration from the University of Chicago’s Executive Management Program. In addition to owning and operating RJB Properties, Mr. Blackstone served on several Boards of Directors throughout the Chicago area. His leadership and direction will be greatly missed.

Joe Blackstone followed in the footsteps of his father by becoming an entrepreneur of a successful service company. He is now the new President of RJB Properties, Incorporated. He received a Bachelor’s degree in mechanical engineering from the University of Southern California and a Master of Business Administration from Southern Methodist University. He also completed and was certified from the University of California Los Angeles in Board of Directors’ Training. Joe has been with RJB for 30+ years.

Ronald J. Blackstone, Founder

Ronald Joseph Blackstone, President
Company Overview,
Cont’d—Management Team

Angela Shumpert serves as RJB’s Vice President. She has over 25 years of business experience, primarily in property management and business development. As RJB’s Vice President Angela is responsible for the company’s overall success. She is responsible for over 15 million square feet of commercial and public space. She oversees the company’s administrative, operational and financial endeavors. She serves on the boards of several local organizations. Angela has been with RJB for 12 years.

Mark Bonk serves as a Director of Operations at RJB. He has over 36 years of experience in business, facilities management and janitorial. As a Director of Operations Mark is responsible for the company’s North, Northwestern and Western geographic accounts. Mark is also certified as an Incident Commander—First Responder—Department of Homeland Security; certified Breathalyzer Administrator—State of Illinois; and certified HVAC Technician—Washburne Trade School. Mark has been with RJB for 10 years.

Dana Williams also serves as a Director of Operations at RJB. He has over 21 years of experience in business and janitorial. As a Director of Operations Dana is responsible for the company's Chicago, South, and Southwest geographic accounts. He holds a State of Illinois Real Estate Sales license. Dana has over eleven (11) years experience in healthcare, commercial & educational services. Dana has been with RJB for 10 years.
Elena Valdes serves as RJB’s Director of Human Resources. She received a Bachelor of Science degree from Argosy University in Chicago. She was a President’s Club Award recipient in 2010, and she is a member of the Society Human Resource Management. Elena has sixteen (16) years of human resource experience within the insurance industry, warehousing industry, and the janitorial industry. Elena has been with RJB for 5 years.

Started in 1986 in the Janitorial Training and Supply industry. In those 31 years in the same specific industry Bob has trained over 3400 maintenance professionals to include conducting executive level seminars for the University of Illinois and Northern Illinois University. Worked extensively with 2 of the leading cleaning equipment manufactures designing cleaning equipment that is productive and ergonomic for the user. Worked with the University of Michigan on numerous Ergonomic cleaning projects with both Ford and Chrysler Cooperation in Detroit, Michigan. Currently responsible for maintaining the ongoing RJB training program for over 1000 RJB maintenance professionals. Robert has been with RJB for 24 years.

Ta Shaunda L. Shumpert serves as RJB’s Director of Business Development. She received a Bachelor of Arts degree in psychology from the University of Illinois at Chicago. She has completed graduate—level business management courses in organizational behavior, business law, marketing, statistics, finance, community health, epidemiology, and biostatistics. She has 11 years of service in the business & janitorial industries; 8 years of service in public health, and served 4 years in the United States Army. In addition, she is a member of the International Executive Housekeepers Association and the Cleaning Management Institute. Ta Shaunda has been with RJB for 5 years.
To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that I am the keeper of the records of the Department of Business Services. I certify that

R.J.B. PROPERTIES, INC., A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE ON MAY 06, 1985, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE BUSINESS CORPORATION ACT OF THIS STATE RELATING TO THE PAYMENT OF FRANCHISE TAXES, AND AS OF THIS DATE, IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF ILLINOIS.

In Testimony Whereof, I hereto set my hand and cause to be affixed the Great Seal of the State of Illinois, this 16TH day of MARCH A.D. 2017.

[Signature]

SECRETARY OF STATE
Ronald Blackstone  
R.J.B. Properties, Inc.  
11415 W. 183rd Place, Suite B  
Orland Park, IL 60462 

Dear Ronald Blackstone:

We are pleased to inform you that R.J.B. Properties, Inc. has been recertified as a Minority Business Enterprise ("MBE") by the City of Chicago ("City"). This MBE certification is valid until 01/01/2018; however your firm's certification must be revalidated annually. In the past the City has provided you with an annual letter confirming your certification; such letters will no longer be issued. As a consequence, we require you to be even more diligent in filing your annual No-Change Affidavit 60 days before your annual anniversary date.

It is now your responsibility to check the City's certification directory and verify your certification status. As a condition of continued certification during the five year period stated above, you must file an annual No-Change Affidavit. Your firm's annual No-Change Affidavit is due by 01/01/2016 and 01/01/2017. Please remember, you have an affirmative duty to file your No-Change Affidavit 60 days prior to the date of expiration. Failure to file your annual No-Change Affidavit may result in the suspension or rescission of your certification.

Your firm’s five year certification will expire on 01/01/2018. You have an affirmative duty to file for recertification 60 days prior to the date of the five year anniversary date. Therefore, you must file for recertification by 11/01/2017.

It is important to note that you also have an ongoing affirmative duty to notify the City of any changes in ownership or control of your firm, or any other fact affecting your firm's eligibility for certification within 10 days of such change. These changes may include but are not limited to a change of address, change of business structure, change in ownership or ownership structure, change of business operations, gross receipts and or personal net worth that exceed the program threshold. Failure to provide the City with timely notice of such changes may result in the suspension or rescission of your certification. In addition, you may be liable for civil penalties under Chapter 1-22, "False Claims", of the Municipal Code of Chicago.

Please note – you shall be deemed to have had your certification lapse and will be ineligible to participate as a MBE if you fail to:
• File your annual No-Change Affidavit within the required time period;
• Provide financial or other records requested pursuant to an audit within the required time period;
• Notify the City of any changes affecting your firm’s certification within 10 days of such change; or
• File your recertification within the required time period.

Please be reminded of your contractual obligation to cooperate with the City with respect to any reviews, audits or investigation of its contracts and affirmative action programs. We strongly encourage you to assist us in maintaining the integrity of our programs by reporting instances or suspicions of fraud or abuse to the City’s Inspector General at chicagoinspectorgeneral.org, or 866-IG-TIPLINE (866-448-4754).

Be advised that if you or your firm is found to be involved in certification, bidding and/or contractual fraud or abuse, the City will pursue decertification and debarment. In addition to any other penalty imposed by law, any person who knowingly obtains, or knowingly assists another in obtaining a contract with the City by falsely representing the individual or entity, or the individual or entity assisted is guilty of a misdemeanor, punishable by incarceration in the county jail for a period not to exceed six months, or a fine of not less than $5,000 and not more than $10,000 or both.

Your firm’s name will be listed in the City’s Directory of Minority and Women-Owned Business Enterprises in the specialty area(s) of:

NAICS Code(s):
561720 - Building cleaning services, janitorial
561720 - Janitorial services

Your firm’s participation on City contracts will be credited only toward Minority Business Enterprise goals in your area(s) specialty. While your participation on City contracts is not limited to your area of specialty, credit toward goals will be given only for work that is self-performed and providing a commercially useful function that is done in the approved specialty category.

Thank you for your interest in the City’s Minority and Women-Owned Business Enterprise (MBE/WBE) Program.

Sincerely,

[Redacted]

Jamie L. Rhee
Chief Procurement Officer

JLR/sl
January 27, 2017

Certification Term Expires: January 27, 2018

Joe Blackstone
R.J.B. Properties, Inc.
11415 W. 183rd Place Suite B
Orland Park, IL 60462

Dear Joe Blackstone:

Re: Minority Business Enterprise (MBE)

Congratulations! After reviewing the information that you supplied, we are pleased to inform you that your firm has been granted certification as a Minority Business Enterprise (MBE) under the Business Enterprise Program (BEP) for Minority, Females, and Persons with Disabilities.

BEP recognizes and accepts your certification with your host agency. This certification is in effect with the State of Illinois as specified on the above certification term expiration date.

At least 15 days prior to the anniversary date of your certification, you will be notified by BEP to update your certification as a condition of continued certification. In addition, should any changes occur in ownership and/or control of the business or other changes affecting the firm’s operations, you are required to notify BEP within two weeks. Failure to notify our office of changes will result in decertification of your firm.

Please be advised, while this certification does not guarantee you will receive a State contract, it does assure your firm the opportunity to participate in the State’s procurement process. Your firm’s participation on State contracts will be credited only toward Minority Business Enterprise (MBE) goals in your area(s) of specialty. Your firm’s name will appear in the State’s Directory as a certified vendor with the Business Enterprise Program in the specialty area(s) of:

- NIGP 905: AIRCRAFT AND AIRPORT OPERATIONS SERVICES
- NIGP 91009: CARPET CLEANING, DYEING, INSTALLATION AND REPAIR
- NIGP 91039: JANITORIAL/CUSTODIAL SERVICES
- NIGP 96115: CONCESSIONS, CATERING, VENDING: MOBILE AND STATIONARY (SEE CLASS 905 FOR AIRPORT CONCESSIONS)
- NIGP 96480: SECURITY GUARDS

Please visit our website at www.opportunities.illinois.gov to obtain information about current and upcoming procurement opportunities, contracts, forms, and also to register to receive email alerts when the State is preparing to purchase a product or service you may provide.

Thank you for your participation in the Business Enterprise Program. We welcome your participation and wish you continued success.

Sincerely,

Carlos Gutiérrez
Certification Manager
Business Enterprise Program
THIS CERTIFIES THAT

R.J.B. PROPERTIES, INC.

*Nationally certified by the: CHICAGO MINORITY SUPPLIER DEVELOPMENT COUNCIL

*NAICS Code(s): 561720; 722310; 561612; 561740

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

01/31/2017

Issued Date

01/31/2018

Expiration Date

CH01807

Certificate Number

Joset B. Wright-Lacy

Sheila C. Morgan

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.
References

K – 12 (Current)

Chicago Public Schools
Multiple Locations (75 facilities/schools)
Chicago, IL 60603
Lamar Atkins, Coordinator, Facility Maintenance
(773) 553-2928
July 2010 to April 2014
5,000,000 ft² - 22,150 students—194 custodians
Cleaning & Grounds Services provided.

Homewood-Flossmoor THSD #233
999 Kedzie Ave.
Flossmoor, IL 60422
Ken Parcham (708) 799-3000
July 1999 to present
1,000,000 ft² - 3,000 students
Cleaning & Grounds Services provided

Community Consolidated SD #46
565 Frederick Road
Grayslake, IL 60030—(7 facilities)
Keith Grinnell (847) 986-2891
September 2012 to present
682,000 ft² - 4,013 students
Cleaning & Grounds Services provided

Chicago Public Schools
Multiple Locations (57 facilities/schools)
Chicago, IL 60603
Elinor Ochoa—Sodexo Services (Prime Contractor)
(312) 415-2186
April 2014 to Present
3,000,000 ft² - 10,340 students - 139 custodians
Cleaning & Grounds Services provided.

Hinsdale THSD #86
5500 South Grant Street
Hinsdale, IL 60521
Bill Eagan (630) 655-6105
July 2015 to Present
935,000 ft² - 4,500 students
Cleaning, Maintenance & Grounds Services provided

Lake Forest HSD #115
300 South Waukegan Road
Lake Forest, IL 60045
Carol White (847) 604-7441
July 1, 2014 to present
562,670 ft² - 1,375 students
Cleaning & Grounds services provided
Cary Community Consolidated School District #26
Zion School District #6
Salt Creek School District #48
Sandridge School District #172
River Trails SD #26
Lindrop SD #92
Pleasantdale SD #107
Contracts/Reference List
2017

K—12 Segment:

Chicago Public Schools
Multiple Locations (75 facilities/schools)
Chicago, IL 60603
Lamar Atkins, Coordinator, Facility Maintenance
(773) 553-2028
July 2010 to April 2014
5,000,000 ft² - 22,150 students - 194 custodians
Cleaning & Grounds Services provided.

South Holland School District #151
320 East 161st Place
South Holland, IL 60473-2384
Gary Hahn (708) 225-3410
July 2000 to June 2013
200,000 ft² - 1,636 students
Cleaning & Grounds Services provided

Salt Creek School District #48
1110 South Villa Avenue
Villa Park, IL 60181
Frank Evans, Ed. D. (630) 279-8400
September 2009 to present
175,000 ft² - 800 students
Cleaning & Grounds Services provided

Chicago Public Schools
Multiple Locations (57 facilities/schools)
Chicago, IL 60603
Elinor Ochoa—Sodexo Services (Prime Contractor)
(312) 415-2186
April 2014 to Present
3,000,000 ft² - 10,340 students - 139 custodians
Cleaning & Grounds Services provided.

Thornton Township High School District #205
465 East 170th Street
South Holland, IL 60473-2384
Kamala Buckner (708) 267-2035
July 1999 to August 2013
600,000 ft² - 6,654 students
Cleaning & Grounds Services provided

Algonquin Consolidated School District #158
650 Academic Drive
Algonquin, IL 60102
Doug Renkosik (847) 659-6161
July 2008 to June 2013
1,800,000 ft² - 8,650 students
Cleaning & Grounds Services provided
Contracts/Reference List
2017

K—12 Segment Continued:

Sandridge School District #172
2950 Glenwood Dyer Road
Chicago Heights, IL 60411-9755
Jack McCleverty (708) 259-7294
October 2007 to September 2010
September 2013 to present
71,000 ft² - 800 students
Cleaning & Grounds Services provided

Zion School District #6
2200 Bethesda Boulevard
Zion, IL 60099—(7 facilities)
Art Batalia (847) 872-5455
July 2009 to June 2015
500,000 ft² - 2,750 students—22 custodians
Cleaning services provided

Barrington School District #220
310 James Street
Barrington, IL 60010
Paul Gillette (847) 381-6300
July 2011 to June 2016
550,000 ft² - 3,200 students
Cleaning & Grounds Services provided

Grayslake Com. Cons. School District #46
565 Frederick Road
Grayslake, IL 60030—(7 facilities)
Keith Grinnell (847) 986-2891
September 2012 to present
682,000 ft² - 4,013 students—13.5 custodians
Cleaning & Grounds Services provided

Homewood-Flossmoor High School District #233
999 Kedzie Avenue
Flossmoor, IL 60422
Ken Parcham (708) 799-3000
July 1999 to present
1,000,000 ft² - 3,000 students
Cleaning & Grounds Services provided

North Chicago School District #187
2000 Lewis Avenue
North Chicago, IL 60064
Jim Weise (847) 689-8150
January 2011 to February 2014
851,000 ft² - 4,552 students
Maintenance & Grounds Services provided
Contracts/Reference List
2017

K—12 Segment Continued:

Country Club Hills School District #160
4411 West 185th Street
Country Club Hills, IL. 60478
Kerry Dean (708) 957-6200
June 2003 to June 2008
166,000 ft²—1,620 students
Cleaning & maintenance services provided

Lake Forest High School District #115
300 South Waukegan Road
Lake Forest, IL. 60045
Carol White (847) 604-7441
July 1, 2014 to present
562,670 ft² —1,375 students
Cleaning & Grounds services provided

Palos Hills School District #117
7825 West 103rd Street
Palos Hills, IL. 60465
Dan Moss (708) 233-5771
July 2008 to July 2011
800,000 ft²
Cleaning & Grounds Services provided

Cary Community Consolidated School District #26
2115 Crystal Lake Road
Cary, IL. 60013
Steve Fields (224) 357-5107
May 2015 to Present
375,000 ft² —3,700 students
Cleaning & Grounds Services provided

Hinsdale Township High School District #86
5500 South Grant Street
Hinsdale, IL. 60521
Bill Eagan (630) 655-6105
July 2015 to Present
935,000 ft² —4,500 students
Cleaning, Maintenance & Grounds Services provided
Contracts/Reference List
2017

Higher Education Segment:

Illinois Institute of Technology
101 West 33rd Street
Chicago, IL 60616-3717
John Sebby (312) 567-7041
January 2002 to August 2010
2,000,000 ft²
Cleaning Services Provided

University of Chicago Medical Center
850 East 58th Street
Chicago IL 60606
Judd Johnson (773) 702-8259
June 2009 to present
750,000 ft²
Cleaning Services provided

McHenry County College
8900 U.S. Highway I4
Crystal Lake, IL 60012
Jennifer Jones (815)455-8770
July 2013 to present
318,000 ft²—7500 students
Cleaning services provided
Commercial Office Building Segment:

Local 399 IUOE Training Headquarters
2260 South Grove Street
Chicago, IL. 60626
Roger McGinty (312) 372-9870 x2125
July 2008 to August 2015
60,000 ft²
Cleaning Services Provided

L’Oreal
2101 South Wabash Avenue
Chicago, IL. 60616-1710
Jimmy Smith (732) 620-3524
July 2003 to present
75,000 ft²
Cleaning Services Provided

Metra Headquarters
547 West Jackson Blvd.
Chicago, IL. 60661
John Shaw (312)-322-6789
December 2014 to present
541,000 ft²
Janitorial, Maintenance, Grounds & Engineering

Metropolitan Water Reclamation District of Chicago
100 East Erie Street
Chicago, IL. 60611-2829
Marina Waas (312) 751-3060
April 2009 to September 2015
300,000 ft²
Cleaning Services provided

Pace Headquarters
550 West Algonquin Road
Arlington Heights, IL. 60005
Peter Papnikolau (847) 228-2366
Cleaning Services provided
Contracts/Reference List
2017

Government Segment:

Chicago Transit Authority
567 West Lake Street
Chicago, IL. 60661
John Reinitz (312) 681-2472
September 2007 to August 2009
500,000 ft²
Cleaning & Grounds Services provided

Cook County Medical Examiner’s Office
2121 West Harrison Street
Chicago IL. 60612
Kevin Casey (312) 603-5370
August 2011 to July 2013
110,000 ft²
Cleaning & Grounds Services provided

Chicago Housing Authority (Residential):

Julia C. Lathrop
2000 West Diversey—35 Acre Facility
Chicago, IL.
U.S. Residential/U.S. Equities Realty
Tracey McKenzie (312) 617-1376
March 2003 to July 2010
Cleaning & Grounds Services provided

Lake Parc Place
3983 Lake Parc Place—32 Acre Facility
Chicago, IL.
U.S. Residential/U.S. Equities Realty
Tracey McKenzie (312) 617-1376
April 2004 to July 2010
Cleaning & Grounds Services provided

The Flannery
1531 North Clybourn
Chicago, IL.
U.S. Residential/U.S. Equities Realty
Tracey McKenzie (312) 617-1376
June 2004 to July 2010
Cleaning & Grounds Services provided

Dickens & Burling Homes
2111 North Halstead
Chicago, IL.
U.S. Residential/U.S. Equities Realty
Tracey McKenzie (312) 617-1376
July 2005 to July 2010
Cleaning & Grounds Services provided
Government Segment Continued:

Chicago Housing Authority Continued:
Elizabeth Woods Apartments or The Larabee House
1845 North Larabee
Chicago, IL
U.S. Residential/U.S. Equities Realty
Tracey McKenzie (312) 617-1376
June 2004 to July 2011
Cleaning & Grounds Services provided

Other Segment:

McCormick Place
2301 South Lake Shore Drive
Chicago, IL 60612
Duane Pasko (312) 791-8427
MBE partner of ARAMARK at 35%
1999 to 2008
8,000,000 ft²
Cleaning, Grounds & Meeting Services provided

Lincoln Square Vista Condominium Association
5067 North Lincoln Ave.
Chicago, IL 60625-8187
Mary Prugh
November 2012 to December 2016
40,000 ft²
Cleaning services provided
ALL EDUCATIONAL DISTRICT SERVED LAST 3 YEARS—NO LONGER SERVING

The following list is a summary of the school districts lost due to the re-bidding process and being under-bid by our competitors.

- North Chicago School District #187—2014
- Barrington High School District #220—2016

**Note: Please see the attached reference list with the contact information for each of the aforementioned schools' Point of Contact.**
RJB PROPERTIES, INC. HAD ENJOYED A TWENTY FIVE (25) YEAR MUTUALLY BENEFICIAL RELATIONSHIP WITH:

GREAT LAKES BANK

13057 S. WESTERN AVENUE

BLUE ISLAND, IL 60406

CONTACT: Jeanne T. Stevens – Vice President of Business Banking

708/283-6874 phone

708/385-2202 fax

stevensj@bankofchoice.com

GREAT LAKES BANK WAS ACQUIRED BY FIRST MIDWEST BANK. AS A RESULT, RJB PROPERTIES, INC. HAS ENTERED INTO A NEW BANKING RELATIONSHIP, WHICH WE EXPECT TO BE AS BENEFICIAL, IF NOT MORE, THAN THAT WITH GREAT LAKES BANK.

FIRST MIDWEST BANK

12600 SOUTH HARLEM AVENUE

PALOS HEIGHTS, IL. 60463

CONTACT: Adam Vander Woude – Vice President; Business Banking

708/671-2949 PHONE

708/448-4116 FAX

Adam.VanderWoude@firstmidwest.com

DUNN & BRADSTREET #14-491-4033
WITH A RATING OF 1R2
If awarded the contract, the Contract Manager, Project Managers, Administrative Manager, Trainer, & Equipment Technician positions will be filled with people local to the Rockford area. We are fortunate enough to have a satellite office in the Oregon, IL. area and feel confident that we would be able to find highly qualified and skilled personnel to lead and manage the project.
Mission Statement: Creating and sustaining healthy environments for our clients through collaboration, training and process improvement.

We have a solid history of demonstrating savings to our customers—consistently!

R. Joseph Blackstone, President

“We value diversity and believe that differences in perspective, culture and background contribute to success.”

Angela M. Shumpert, Vice-President
Director of Operations (DO) – Oversees all janitorial activities including scheduling, inspecting the facility and equipment, supply inventory and employee productivity. The DO will also lead the custodial staff to meet/exceed any specific customer service requests. The DO is also charged with reorganizing service plans and employee moral to retain existing custodians. The Quality Control Program we utilize – “Orange QC” – is now available for ROCKFORD PUBLIC SCHOOL DISTRICT 205 facilities. Once you review the enclosed Quality Control Manual, you will see a “real time” program that allows communication and ensures all requirements are not only met, but exceeded. This will ensure compliance with all RJB and ROCKFORD PUBLIC SCHOOL DISTRICT 205 standards. The DOs for RJB Properties are Mr. Mark Bonk and Mr. Dana Williams who have collectively been in
the facilities management/janitorial service industry in excess of 50 years, as you will note with the enclosed resumes. They will be instrumental with the contract and the immediate liaison for ROCKFORD PUBLIC SCHOOL DISTRICT 205. In addition to these managers, ROCKFORD PUBLIC SCHOOL DISTRICT 205 will be supported by a talented management group at the Corporate Level.

The Vice President, Angela Shumpert, will assist in the general operations of ROCKFORD PUBLIC SCHOOL DISTRICT 205 with the expertise brought with over 25 years of experience in facilities management. Angela has a core value of identifying capable people, thoroughly training them and then empowering them to initiate solutions to difficult and challenging situations. Together, Dana Williams, Mark Bonk and Angela Shumpert will work with ROCKFORD PUBLIC SCHOOL DISTRICT 205 to bring everyone to their fullest potential. This type of transformation will be completed with the direct experience and drive that the Vice President brings to each and every facility under her jurisdiction.

The President of RJB, R. Joseph Blackstone, has over 20 years of experience in the janitorial industry. The “hands on approach” he has shown over the years, has gained him respect throughout the Chicago area. He will provide stability, talent and resources that can only be obtained by a seasoned leader in the industry.

Consistent with our objective of exceeding the needs of all our customers, ROCKFORD PUBLIC SCHOOL DISTRICT 205 will see the difference RJB can make in any area of service if given the opportunity. RJB is committed to providing all necessary requirements for ROCKFORD PUBLIC SCHOOL DISTRICT 205, Janitorial Services as necessary. Along with that, the high employee productivity and service quality all will play a part in the maximum cost effectiveness for ROCKFORD PUBLIC SCHOOL DISTRICT 205. We are pleased to announce that RJB has been “Green Clean” Certified in excess of four years. All management employees designated to ROCKFORD PUBLIC SCHOOL DISTRICT 205 will also be “Green Clean Certified”. With RJB’s upper management staff members of “The United States Green Building Council” you can be assured of a quality sustainability program.
Vice President: Angela Shumpert

Angela has over 25 years of business experience, primarily in property management and business development. As RJB’s Vice President Angela is responsible for the company’s overall success. She is responsible for over 15 million square feet of commercial and public space. She oversees the company’s administrative, operational and financial endeavors. She serves on the boards of several local organizations. Angela has been with RJB for 12 years.
Mark has over 36 years of experience in business, facilities management and janitorial. As a Director of Operations Mark is responsible for the company's North, Northwestern and Western geographic accounts. Mark is also certified as a Incident Commander: First Responder—Department of Homeland Security; certified Breathalyzer Administrator—State of Illinois; and certified HVAC Technician—Washburne Trade School. Mark has been with RJ B for 10 years.
Dana has over 21 years of experience in business and janitorial. As a Director of Operations Dana is responsible for the company's Chicago, South, and Southwest geographic accounts. He holds a State of Illinois Real Estate Sales license. Dana has over eleven (11) years experience in healthcare, commercial & educational services. Dana has been with RJB for 10 years.
Elena received a Bachelor of Science degree from Argosy University in Chicago. She was a President's Club Award recipient in 2010, and she is a member of the Society Human Resource Management. Elena has sixteen (16) years of human resource experience within the insurance industry, warehousing industry, and the janitorial industry. Elena has been with RJB for 5 years.
Started in 1986 in the Janitorial Training and Supply industry. In those 31 years in the same specific industry Bob has trained over 3400 maintenance professionals to include conducting executive level seminars for the University of Illinois and Northern Illinois University. Worked extensively with 2 of the leading cleaning equipment manufactures designing cleaning equipment that is productive and ergonomic for the user. Worked with the University of Michigan on numerous Ergonomic cleaning projects with both Ford and Chrysler Cooperation in Detroit, Michigan. Currently responsible for maintaining the ongoing RJB training program for over 1000 RJB maintenance professionals. Robert has been with RJB for 24 years.
Ta Shaunda received a Bachelor of Arts degree in psychology from the University of Illinois at Chicago. She has completed graduate—level business management courses in organizational behavior, business law, marketing, statistics, finance, community health, epidemiology, and biostatistics. She has 11 years of service in the business & janitorial industries; 8 years of service in public health, and served 4 years in the United States Army. In addition, she is a member of the International Executive Housekeepers Association and the Cleaning Management Institute. Ta Shaunda has been with RJB for 5 years.
Experienced real estate consultant and property management executive skilled in portfolio management, asset management, facilities management, corporate relocations, operations, tenant relations and construction management. Experienced in increasing customer satisfaction while reducing costs and increasing productivity.

BUSINESS EXPERIENCE

R.J.B. PROPERTIES, INC. (2005 – Present)
Vice President

Responsible for the supervision, hiring, training and evaluation of all Project Managers, Supervisors and staff of custodial firm. Negotiate and procure supplies of equipment and chemicals utilized in cleaning for customers. Oversees daily operations of six million square foot portfolio. Ensures that all sites are operating within OSHA guidelines. Fiscal responsibility for client provided operating budgets as well as contractual financial responsibilities. Responsible for the implementation and training of safety procedures for all staff. Manage relations with existing clients as well as responsibility for growth within organization.

CHICAGO HOUSING AUTHORITY (February 2005 – September 2005)
Asset Manager

Responsible for the management and oversight of private property management firms with $10 million operating budgets for family and senior housing developments in excess of 8 million square feet. Work with firms to assess financial performance. Set up monitoring based on CHA/HUD benchmarks and monitor operational performance relative to long term strategic plans and detailed service levels. Ensure HUD compliance on occupancy levels, revenue, cost and resident service objectives. Monitor capital improvements projects and development of capital improvement needs for individual developments. Work with Relocation Department to relocate residents as new housing is developed.

INTEGRATED CONSTRUCTION GROUP, INC. (2002 – 2005)
Vice President Property Management/Business Development

Facilitate Property Management division start-up. Administer budget and job WIP report verification for construction projects. Manage clerical, accounting, trade personnel including custodial (construction clean-up services) and administrative support staff for organization. Pursue new clients to implement company growth and expand services. Prepare RFP documents and submittals. Land Developer for large pharmaceutical firm. Liaison for governmental business opportunities within state and city.

General Manager – mb financial banks/Oak Brook Commerce Center

Manage the operations of forty-three (43) financial institutions totaling 3.9 million square feet. Report directly to the Vice President of bank, communicating all financial data for operating budget as well as management of capital projects. Interact with branch Managers communicating property status and existing conditions. Responsible for preparation of capital and operating budget. Manage all operations of 80,000 square foot office building. Responsible for tenant build-outs, leasing, and capital renovations. Manage operating budget of $7 million and capital budget of $10 million. Manage engineering staff, security staff and janitorial operations as well as all contracted services.

General Manager – Chicago Park District

Manage the operations of fifty-six facilities (approximately 3 million square feet) with annual operating budget of $11 million. Responsible for preparation of annual operating and capital budgets, monthly financial statements, approval of expenses, budget development & implementation, fiscal reporting, and tracking of receivables. Involved with the development and implementation of capital improvement plans for properties as well as construction management of work in progress. Managed relocation of Chicago Park District headquarters facility. Managed opening of new facilities and closing of seasonal properties including winterization processes. Manage the engineering, custodial, security operations for all facilities. Reduced client’s engineering costs through implementation of time scheduling, cross training, and regional demographic studies. Implemented inspection department to identity and proactively manage customer and patron expectations.

Property Manager – Chicago Public Schools Headquarters

Responsible for the management of 496,000 square foot office building in downtown loop with $4 million operating budget and $3 million capital budget. Responsible for development and implementation of mailroom services, security staffing, access control for occupants, janitorial operations and management of operating engineering staff. Management of construction build-out for relocation of Chicago Public Schools headquarters. Managed corporate relocation process of 1,200 employees. Responsible for implementation of Massey Disaster Recovery Plan for Life Safety of tenants and owner. Implemented recycling program, interior
and exterior landscaping plan and access control procedures for property. Prepare monthly management variance reports to client tracking all revenue, expenses, and leasing activities. Responsible for increasing occupancy level through marketing plans with Leasing Broker. Managed environmental, code violations, vendor management, and negotiation of union contracts.

**Property Manager – Chicago Public Schools**
Manage $20 million operations and capital improvement budgets for 190 Chicago Public Schools. Developed short and long-term plans for the facilities while maintaining the operation policies and plans as dictated by the Board of Education. Advised Principals and engineers on budget spending in regards to preventative maintenance, daily operations, emergencies, needed improvements, scheduled repair and capital renovation projects. Coordinate all maintenance and capital projects through communications between the Principals and engineers, contractors and management team. Developed weekly reports documenting school issues and tasks to be performed, outstanding code violations and updated problematic situations. Developed a database regarding school physical attributes through reporting structure.

**Facilities Coordinator – Chicago Park District**
Part of start-up privatization team for public sector project. Work closely with Property Manager to manage and facilitate day-to-day operations of seven Chicago Park District facilities including the headquarter facility. Developed and implemented yearly operating budgets for each facility on a calendar year basis. Assisted client with minority participation for outside services performed at all CPD facilities. Worked closely with client to develop future capital projects. Coordinated and performed internal relocations, space planning, and furniture planning. Managed and negotiated all contractual relationships.

**Facilities Manager – A.C. Nielsen/Dun & Bradstreet**
Promoted to manage and facilitate day-to-day operations of 878,000 square foot facility. Developed and implemented yearly operating budget which included approving invoices and direct interaction with Finance Department and Controller to control budgets for Mailroom/Copy Center and Facilities Management. Select and purchase all standard signage for common areas as well as individual workspaces. Responsible for development of key tracking system and management of key administration to furniture as well as offices, storage space, and other areas. Responsible for security staff of seven. Program and maintain all CCTV monitors, cameras, and audio sound system using C-Cure Plus Security system. Work closely with Landlord to develop Fire Safety procedures as well as any other tenant related issues. Coordinate and perform internal relocations, space planning, construction build-outs, and furniture planning. Manage maintenance staff responsible for general maintenance, conference room, audiovisual scheduling, and other maintenance functions.

**Facilities Coordinator/Accountant – A.C. Nielsen/Dun & Bradstreet**
Promoted to Facilities Management assignment at the A.C. Nielsen headquarter facility. Initiated the preparation of monthly financial reports (budget variance, summarization of tenant services, utility data studies) and planning of yearly operating budget. Coordinate with on-site Space Planner to manage and coordinate internal corporate relocations. Coordinate with internal purchasing and accounting department to expedite initiation of purchase requisitions and invoice processing. Work with Director of Real Estate to negotiate and manage all facility contractual relationships. Supervise distribution of duties to Building Operations staff (engineers, maintenance, and custodial). Managed operations of accounting office including coordination of accounting department relocation, accounting material inventories, supervision of accounting staff and implementation of accounting manual.

**ORGANIZATIONS/AFFILIATIONS**
- BOMA – Building Owners and Manager’s Association – RPA Candidate
- BOMA Codes Committee/Diversity Committee
- Mayor’s Office for People with Disabilities – ADA Accessibility Committee
- Greater Chicago Food Depository Executive Committee Member
- Greater Chicago Food Depository Diversity Award Winner
- Black Star Project Mentoring Program
- Mayor Richard Daley’s Principal for a Day Program
EXECUTIVE SUMMARY

Environmental Services Manager with a notable career coordinating custodial services at some of the Chicagoland area's most reputable government, municipal and educational organizations. Expert skills in planning and supervising environmental service operations. Successful leadership, budgeting, staffing, regulatory affairs and quality control experience. Knowledgeable in all relevant union standards, labor laws and ADA/OSHA regulations. Expertise includes:

✓ Strategic Planning & Leadership
✓ Policy & Procedure Development
✓ Budgeting & Resource Allocation
✓ Multi-Industry Environmental Services
✓ Cross-Functional Team Building
✓ Workflow Development & Optimization
✓ Regulatory Compliance
✓ Supplier Negotiations & Quality Assurance

Credentials:
> Certified Incident Commander: First Responder - Department of Homeland Security
> Certified Breathalyzer Administrator - State of Illinois
> Certified HVAC Technician - Washburne Trade School

PROFESSIONAL EXPERIENCE

R.J.B. PROPERTIES, Orland Park, Illinois

Regional Manager (2009-Present)
Responsible for planning, coordination and monitoring of daily janitorial services across nine facilities, i.e. government, university and public school sites. Provide leadership and direction for a team of five project managers and 11 supervisors, with indirect supervision of 300-plus custodial personnel.
- Full managerial accountability for ensuring compliance with rules, regulations and service level agreements (contracts).
- Orchestrated employee and supervisor training for all nine service locations.
- Establish new accounts and annual budgets; manage expenditures and control costs.
- Participate in monthly meetings with customers to review contract adherence.

Highlights:
- Spearheaded the implementation of an Orange Quality Control program to electronically track project volume and staff performance.
- Selected to manage all company operations during absences of the vice president.

Project Manager (2007-2009)
Oversaw and directed a 100-member custodial team for a cleaning contract at IIT (Illinois Institute of Technology), including six supervisors and an administrative assistant. Coordinated all campus custodial services for 30 academic and residential facilities as well as two satellite campus sites.
- Designed and adjusted schedules to ensure optimal manpower within payroll budget; facilitated all timekeeping and payroll administration.
- Maintained inventory of supplies, chemicals and equipment; forecasted future needs, placed replenishment orders and worked with vendors to ensure efficient product flow.
- Maintained strict quality controls; followed up on work orders and performed scheduled and random inspections to ensure the highest standards of cleanliness and sanitation were upheld.
- Coordinated building inspections for necessary maintenance and repairs; performed due diligence to ensure all work orders were completed in a timely manner.

CHICAGO TRANSIT AUTHORITY

Manager II, Customer Facilities Management (2002-2007)
Coordinated three separate departmental components with full management of 300-plus employees consisting of custodians, sheetmetal workers and management support staff. Charged with maintaining 150 rail stations, 55 bus turnarounds and 1,000 street-based bus shelters.
MARK BONK

- Responsible for monitoring and upholding all maintenance contracts; full accountability for multiple facilities to comply with Federal regulations.
- Scheduled and set up all maintenance projects; followed up on work performed for quality control.
- Coordinated vandalism prevention strategies with CTA security, legal department and local law enforcement.
- Collaborated with purchasing and warehousing departments to identify opportunities for more effective products at reduced cost.

Highlights:
- Selected to serve as General Manager in lieu of absent management with responsibility for elevators, escalators and major fencing, asphalt, concrete, glass and landscaping contracts.
- Member of Technical Advisory Committee (TAC) for 2004 Brown Line Rehab Project.

Manager, Rail Customer Facilities Maintenance (1997-2002)
Tasked with management and enhancement of general maintenance, repairs and cleaning of all CTA rail stations and terminals. Monitored station defects, prioritized repairs and acted as liaison with Authorized tradespeople. Oversaw custodial and office personnel and ensured the highest quality of staff training, performance, motivation, recognition and adherence to CTA policies/procedures.

Highlights:
- Selected to fill in as Acting General Manager on a frequent basis.
- Member of TAC for Blue Line Douglas Rehab Project.
- Co-chairman for Rail Rodeo Cleanliness Competition.

Assistant to Senior Vice President, Facilities Maintenance / Service Delivery (1996-1997)
Streamlined the use of custodial staff by conducting a “needs assessment” and submitting a “Clean Rail Station Service Plan”, which was officially adopted by the CTA. Initiated and developed, in conjunction with SWAP, a pilot program that evolved into the CTA’s “Clean Bus Service Program”.

Bus Repairman / Servicer (1979-1994)

EDUCATION & TRAINING

HAROLD WASHINGTON COLLEGE
WASHBURN TRADE SCHOOL
CHICAGO POLICE DEPARTMENT
WRIGHT COLLEGE
SPARTAN CHEMICALS
ILLINOIS INSTITUTE OF TECHNOLOGY
MORAIIE VALLEY COMMUNITY COLLEGE
KELLY HIGH SCHOOL

Inter-Governmental Executive Development Program
HVAC Certification
Bomb & Arson Bus-Sweep Training
Incident Commander Training / Emergency Response Refresher
Building Contract Management Seminar
Project Management with Microsoft Project
Blueprint Reading
High School Diploma

AMERICAN MANAGEMENT ASSOCIATION
- Project Management
- Quality Service
- Transit Ambassador
- Better Business Writing
- Creative Discipline
- Assertive Skills for Managers & Supervisors
- Cultural Diversity
- Exterior Maintenance & Grounds
- Step-by-Step Guide to Managing Janitorial Services
- Criticism & Discipline Skills for Managers

CHICAGO TRANSIT AUTHORITY
- Radios/Communications
- Transmissions
- Engine Tune-ups
- Automotive Repair
- American Disabled Association Program
- General Motors Certification for Automotive Brake & Electrical Systems & Emission Control Systems
- Wheelchair Lifts
- HVAC
- Electrical Repair
- Bus Rehab
- Garage Foreman Program
CAREER OBJECTIVE

Experienced manager in the custodial industry allowing application of acquired skills and experience with opportunity for career advancement.

BUSINESS EXPERIENCE

Regional Manager
RJB Properties, Orland Park, IL 60467
7/06 – to present

Oversee and direct a 200 – member custodial team for eleven (11) facilities throughout the Chicago area. Clients include, Chicago Public Schools, University of Chicago, and seven (7) School Districts.

Design and adjust schedules to ensure optimal operations while maintaining a positive NOI. Facilitate all timekeeping and payroll administrations. Maintain inventory of supplies, chemicals and equipment; forecast future needs, and at the same time, maintain positive working relationships will clients.

Implement and direct strict quality controls, follow up procedures on all work orders also perform random inspections to ensure the highest quality of standards are met on a daily basis.

Coordinate building inspection for necessary preventative maintenance and repairs.

Train and mentor all property supervisors/site managers. Corporate trainer for 500 + employees.

Operations Manager (Children’s Memorial Hospital)
Crothall Hospital Services, Chicago, IL 60614
9/04 – 7/06

Responsible for client relations and management of staff and services for hospital facility. Responsible for management of annual operating budget, research of products, tracking supply usage/purchasing and training and supervision of staff. Preparation of weekly management reports and implementation of quality control procedures and reporting.

Account Manager (University of Chicago)
ICS Illinois, Chicago, IL 60610
1/03 – 3/04

Responsible for client relations and management of staff and services for college facilities. Responsible for management of annual operating budget, research of products, tracking supply usage/purchasing and training and supervision of staff. Preparation of monthly management reports and implementation of quality control procedures and reporting. Liaison between University Property Manager and contracted custodial firm.
Operations Manager 9/01 – 1/03
Midway Building Services, Chicago, IL 60007

Responsible for client relations and management of staff and services for a full service custodial firm. Responsible for management of budgets, research of products, tracking supply usage and training and supervision of staff. Create weekly management reports updating clients on progressive measures and quality assurance.

Facility Manager (Law Firm of Eimer, Stahl, Klevon and Solberg) 11/99 – 5/01
Archer Management Services, Chicago, IL 60604

Promoted to position responsible for outsourced facilities management services of start-up law firm. Duties included construction coordination, space planning, supervision of building services contractors, management of mail, receiving and copy services; inspections of facility and equipment; development of procedures to improve productivity and customer service; interfacing and conducting of meetings with departmental directors and administrators regarding facility policies and procedures; investigation and resolution of client complaints; internal relocations and spaced planning; management of annual budget.

Facility Manager (BT Office Products) 4/99 – 11/99
IKON Office Solutions, Chicago, IL 60606

Responsible for management of outsourced staff of office supply firm. Duties included mailroom operations equipment maintenance and inventory, budget management and monthly reporting. Communicated with branch offices to coordinate operational improvements within company portfolio. Implemented and managed work order procedures to track and complete client service requests. Negotiated service contracts and managed vendors that performed building services, repairs and maintenance.

Ameritech New Media, Chicago, IL 60606

Part of start-up team for new cable division of Ameritech. Using upgraded technology, assisted customers with implementation of service programs while introducing new cable services. Responsible for surveying customers for services desired as well as explaining services available with new services. Assisted customers with billing issues and mediated with customers and management to resolve customer issues.

Custodial Manager (Prudential Building) 11/94 – 10/96
Kimco Corporation, Harwood Heights, IL 60706

Responsible for management of night custodial staff. Performed inspections and evaluations of facility and reported directly to Property Management firm to ensure high levels of service. Interacted with tenants of the building to perform special requests while providing normal duties.
RELATED SKILLS

Staff development, operating budget preparation/management, Skyline accounting, client relations, vendor management.

COMPUTER SKILLS

Microsoft Word, Microsoft Excel, PowerPoint, Skyline

EDUCATION

St. Ignatius College Prep., Chicago, IL
Second Honors College Prep Program

Bradley University, Peoria, IL
Majoring in Business Management/Finance

LICENSES

State of Illinois Real Estate Salesperson
G. Elena Valdes

Objective: To obtain a challenging position in a fast-paced environment where my skills and experience as part of the Executive Manager team can be utilized to their fullest potential.

RJB Properties, Inc. Orland Park, Illinois

Corporate Human Resources Director

March 2012 - Present

- Accurately update all employee changes; Employee Change Forms, New Hire Forms, salary updates, and terminations

Coordinate Policies, Systems & Procedures

- Ensure compliance in all areas of state, federal and local employment law
- Review and maintain company policies, handbook and forms. Ensuring policies and forms are written to reflect current practices and are compliant with state, federal and local law
- Record and maintain all personnel documentation including but not limited to employee files, electronic documents,
- HRIS, employee benefits, workers' comp, medical, FMLA, etc.
- Update all employee changes, salary updates, and terminations
- Approve salary changes and terminations

Recruitment

- Plan and administer recruiting and staffing efforts, identify staffing needs, sources, screens and schedule interviews
- Administer background checks, prepare offer letters
- Administer on-boarding activities, review new employee paperwork, conduct new employee orientation

Employee Relations & Growth

- Direct and participate in employee relations functions such as dispute resolutions, discipline, communications and reward practices; and promotes positive morale
- Maintain employee benefits programs and informs employees of benefits
- Oversee, coordinate and conduct annual benefits employee renewal process including employee meetings, paperwork completion and submission, etc.
- Administer performance management processes and procedures; maintain job descriptions to ensure effectiveness and compliance in support of corporate goals and growth. Works with supervisory staff to teach, mentor, and communicate best methods for handling employee performance issues
- Administer performance management processes and procedures; maintain job descriptions to ensure effectiveness and compliance in support of corporate goals and growth. Works with supervisory staff to teach, mentor, and communicate best methods for handling employee performance issues
- Represent Company in Union grievance mediations; Represent Company in EEOC and IDHR claims
- Represent Company in Unemployment Hearings; Manage Worker's Comp claims

Midwest Can and Container Specialties Inc. Melrose Park, Illinois

Human Resources Manager

November 2011 – March 2012

- Recruit and hire manufacturing personnel, perform background checks, New Hire Orientation, Employee Relations
- Process biweekly payroll for manufacturing and office staff. Collect and calculate timescards and transfer data into a payroll spreadsheet for ADP reporting
- Accurately update all employee changes; Employee Change Forms, New Hire Forms, salary updates, and terminations
- Develop and implement personnel policies and procedures, Compose and conduct a three-tier Disciplinary process
- Manage Worker’s Comp claims
- Determine temporary staffing production needs by shift and order staffing
- Maintain compliance with state and federal regulations concerning employment
- Track manufacturing personnel headcounts, provide weekly updates to Plant Manager
- Respond to unemployment correspondence by the timely due date
- Maintain compliance with state and federal regulations concerning employment, Maintain company personnel files
- Assist Plant Manager with Production planning

Office Manager, Staff Manager

- Recruitment, New Hire orientation, Employee Relations
- Process biweekly payroll for Sales, Operations, and Management employee for three locations
- Administer Benefits, LOA, and FMLA paperwork
- Company representative for Unemployment Hearings
- Maintain compliance with state and federal regulations concerning employment, maintain personnel files
- Hub and Spoke Customer Service, HR Representative, Office Manager, and Business Manager for three locations
- Manage and mentor a staff of nine Customer Service Representatives throughout three locations
- Oversee all office duties including Customer Service, Accounts Receivable, Accounts Payable, Cash Receipts, Service and Routing Data Entry, Billing, inventory, and other tasks as necessary
- Supervise, hire, train, and new hire orientation and paperwork, perform annual performance reviews and reward merit increases
- Maintain and keep employee records, and timesheets
- Interface with the customers, suppliers, and other departments to ensure approved material are received and billed properly
- Review daily inventory activity for the three locations and report discrepancies to Service Managers for explanation
- Develop and improve upon business processes

ServiceMaster, Elgin, Illinois          December 2008- October 2009

Marketing Director

- Create marketing and sales materials
- Maintain and establish business relations with clients to effectively ensure their service needs are met
- Communicate client satisfaction to supervisors and cleaning staff
- Monitor client satisfaction with regular communication and resolve issues that may arise
- Solicit and prospect companies for potential new business, Develop proposals and present them to clients to meet their demands
- Determine the service potential the client requires, Initial meeting with potential clients
- Identify the services required by clients and provide resources,


Office Manager / Administrative Staff Manager

- Responsible for the complete reorganization and restructure of the Office Services Department
- Recruitment - candidate search, interview, and selection; used hiring and promotion authority to recruit, interview and select new employee candidates, New hire orientation
- Employee development and mentoring
- Managed and led a staff of seven employees, whose responsibilities included reception, mailroom, and administration, supporting the entire organization of 194 employees
- Created and implemented evaluation procedures and policies, which increased efficiency by 100%
- Maintained team schedules and objectives despite fluctuating demand
- Developed and implemented training procedures in all areas of the department, create training manuals
- Responsible for the operational budget and report to senior management on budget results
- Automated team processes to create a more efficient process throughout the organization
- Negotiated contracts with vendors, suppliers, and contractors

EDUCATION

Argosy University, B.S. degree in Business Administration, GPA 3.9          April 2008

ATTRIBUTES AND AWARDS

Bi-Lingual, Spanish
Ability to work in a fast paced and changing environment
Proficient in Microsoft Word, Excel, PowerPoint, and Outlook
Culligan’s Presidents Club Recipient for lowest Arbitration for all Office Managers in all of North America including Canada
Ta Shaunda L. Shumpert, BA, REH

...ideally suited for positions as

DIRECTOR BUSINESS DEVELOPMENT | DIRECTOR OF OPERATIONS | DIRECTOR OF TRAINING

Instinctive, meticulous, and forward-thinking professional with experience in public health, security/national defense, & facilities management industries. Able to identify business opportunities and leverage competencies to drive growth, reduce costs, improve market positioning and strengthen bottom-line financial performance. Possess excellent leadership, oral, written & presentation skills.

AREAS OF EXPERTISE

<table>
<thead>
<tr>
<th>Proposal/Bid Writing</th>
<th>Contract Compliance</th>
<th>Gov’t Reporting &amp; reg. compliance</th>
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<tr>
<td>Training &amp; Development</td>
<td>Strategic Planning &amp; Analysis</td>
<td>Competitive Market Analysis</td>
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<tr>
<td>Develop &amp; Manage Budgets</td>
<td>Executive Level Presentations</td>
<td>Program Management</td>
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<td>Customer &amp; Vendor Relations</td>
<td>Relationship Building</td>
<td>Conflict Resolution</td>
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<tr>
<td>Staff Development &amp; Mentoring</td>
<td>Curriculum Development &amp; Facilitation</td>
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PROFESSIONAL EXPERIENCE

RJB PROPERTIES, INC. 2012 – Present

DIRECTOR; BUSINESS DEVELOPMENT & MARKETING

Corporate administrator charged with securing new & retaining existing business through marketing and business development activities.

- Developed, implemented & continuously improve company’s strategic marketing plan
- Prepare & submit bids and proposals
- Updating & continuously improving the company’s training and safety program
- Secured over $30 million in revenue with bids/proposals won-to-date

ARAMARK FACILITIES SERVICES, INC. 2007 – 2012

ASSISTANT GENERAL MANAGER

On-site manager charged with assisting with overall direction of housekeeping operation at a 2.3 million square foot convention center in the nation’s capital.

- Responsible for 125 employees; 3 managers, 6 supervisors, & approximately 116 housekeepers
- Developed “green” cleaning program to assist the Center in attaining LEEDS certification
- Responsible for supply inventory
- Served as Unit Safety Leader
- Served as Unit Training Facilitator
SODEXO FACILITY SERVICES 2005 – 2007

MANAGER, ENVIRONMENTAL SERVICES

On-site manager charged with supervising a housekeeping operation at high profile hospitals in Chicago.

- Supervised a staff of 160 housekeepers
- Conducted cleaning inspections preparing for JCAHO & IDPH

ROSELAND COMMUNITY HOSPITAL 2001 – 2004

PROGRAM MANAGER/GRANTS COMPLIANCE OFFICER

- Responsible for proposal writing,
- Budgeting, reporting & financial acquisition
- Development & Management
- Planning
- Marketing
- Training

MIDWAY BUILDING SERVICES 2000 – 2001

AREA MANAGER

- Proposal writing & financial acquisition
- Management
- Client relations
- Performance & quality

UNIVERSITY OF ILLINOIS AT CHICAGO 1998 – 2001

RESEARCH SPECIALIST

- Capacity building & financial acquisition
- Supervision
- Research
- Development
- Reporting

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts, Psychology (1997), UNIVERSITY OF ILLINOIS at CHICAGO, Chicago, IL

United States ARMY

Member, International Executive Housekeeping Association

Member, International Supply & Sanitation Association

Member, Building Service Contractor's Association, International
# List of Accounts (W/in Last 10 Years)

<table>
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<tr>
<th>Present</th>
<th>Past</th>
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<tbody>
<tr>
<td>1.) Metra</td>
<td>1.) Metropolitan Water Reclamation District of</td>
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<tr>
<td></td>
<td>Greater Chicago</td>
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<tr>
<td>2.) University of Chicago Medical Center</td>
<td>2.) Illinois Institute of Technology</td>
</tr>
<tr>
<td>3.) McHenry County College</td>
<td>3.) Mc Cormick Place (ARAMARK Sub Contractor)</td>
</tr>
<tr>
<td>4.) PACE</td>
<td>4.) Local 399 Training Headquarters</td>
</tr>
<tr>
<td>5.) Burr Ridge SD #107</td>
<td>5.) Chicago Transit Authority</td>
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<tr>
<td>6.) Cary Consolidated SD #26</td>
<td>6.) Cook County Medical Examiner's Office</td>
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<tr>
<td>7.) Chicago Public Schools #299</td>
<td>7.) L'Oréal</td>
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<tr>
<td>8.) Community Consolidated SD #46</td>
<td>8.) Alpha Kappa Alpha Sorority Headquarters</td>
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<td>9.) Hinsdale Township High SD #86</td>
<td>9.) Lincoln Square Vista Condominium Assoc.</td>
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<td>10.) Homewood-Flossmoor Township High SD #233</td>
<td>10.) Algonquin Consolidated SD #158</td>
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<td>11.) Lake Forest High SD #115</td>
<td>11.) Barrington High SD #220</td>
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<td>12.) Lindrop SD #92</td>
<td>12.) Country Club Hills SD #160</td>
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<td>13.) River Trails SD #26</td>
<td>13.) North Chicago SD #187</td>
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<td>14.) Salt Creek SD #48</td>
<td>14.) Palos Hills SD #117</td>
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<td>15.) Sandridge SD #172</td>
<td>15.) South Hollad SD #151</td>
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<td>16.) Zion Elementary SD #6</td>
<td>16.) Thornton Township High SD #205</td>
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