



# ANDREW CROW

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## About

Expertise in staff development, leadership, Facilities Business Administration, Facilities Management, and operational excellence. Excellent team builder, who prioritizes behaviors like honesty, integrity, accountability, and kind professionalism first over technical ability.

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## Education & Certifications

### **MA – Public Policy and Management**

The Ohio State University / 2012 - 2014

### **BA – Business Management (Econ)**

Capital University / 1998 - 2002

### **Certified Educational Facilities Pro**

APPA / 2016

### **Lean Six Sigma Black Belt**

MoreSteam University / 2015

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## Skills

- Staff development & leadership
- Building high functioning teams
- Facilities Business Administration & Management
- Operational excellence
- Excellent communication skills
- Data analysis

## Experience

### **Senior Director – Facilities (SAP)**

*The Ohio State University / Columbus, OH*

August 2019 - Present

- Build and lead a high functioning team of over 250 full-time administrative, unionized, and non-unionized Facilities staff members in the division of Student Life.
- Ensure delivery of desired service level for custodial, maintenance, building automation, and life safety system services are consistently executed for multiple stakeholders that house over 16,000 residents, across 6 million GSF, on 4 campuses with over 40 residential, dining, recreation, and student union facilities.
- Provide oversight for 24-hour facilities call center with multiple stakeholders throughout the university.
- Establish departmental strategic goals. Ensure strategic alignment between university, division, and department goals.
- Manage a \$33 million Facilities operating budget and flatten the organization.

### **Business Manager – Operations (SAP)**

*The Ohio State University / Columbus, OH*

January 2019 – August 2019

- Lead Lean Six Sigma (LSS) deployment for the division of Student Life.
- Establish new position goals and expectations.
- Mentor new lean practitioners.
- Lead development of new monthly balanced scorecards & metrics for targeted Student Life departments.

## **Business Manager 2 (SAP)**

*Student Life / The Ohio State University*

May 2013 – January 2019

- Establish and manage annual operating budget process for nine operations departments (Student Life: IT, Building & Mechanical Services, Environmental Services, Facility Services, Energy Management & Sustainability, Risk Management, Planning & Design, Off Campus Student Services, Social Change) in excess of \$40 million and over 400 FTEs.
- Develop and produce monthly financial statements and departmental balanced scorecards. Monthly balanced scorecard & financial meetings with directors and departmental managers.
- Manage business office staff, hiring, professional development, coaching, and annual performance evaluation process.
- Lead Lean Six Sigma deployment for operations areas & mentor new lean practitioners.
- Evaluate operations processes; utilize Lean Six Sigma process improvement methods; establish and monitor benchmark information and metrics.
- Co-developed & co-facilitated Lean Six Sigma White Belt training for 250+ staff members.

## **Accountant (A&P)**

*Student Life / The Ohio State University*

February 2007 – May 2013

- Facilitate the creation of an annual \$10 million+ operating maintenance budget.
- Manage procurement process consisting of over 1900 purchase orders annually and accounts payable process with over 15,000 vouchers annually. Department's purchasing card manager and, travel coordinator.
- Developed and transitioned to a paperless SharePoint document management process.

## **Presentations**

### **Abstract Title: Facilities Power Couple - Strategic Planning & The Balanced Scorecard**

October 2019 – National ACUHO/APPA Facilities Conference

### **Abstract Title: Lean Six Sigma & APPA Custodial Inspections**

October 2018 – National ACUHO/APPA Facilities Conference

- Lead Lean Six Sigma deployment for operations areas & mentor new lean practitioners.
- processes; utilize Lean Six Sigma process improvement methods; establish and monitor benchmark information and metrics.
- Co-developed & co-facilitated Lean Six Sigma White Belt training for 250+ staff members.

## **General Maintenance**

*Buckeye Electric Motors Inc. / Columbus, OH*

May 2005 – February 2007

- Electric motor and pump repair, facility & grounds maintenance, assist with offsite service calls and custodial.
- Accounts payable & customer service.

## **Operations Specialist**

*Bank One/Chase/Kelly Services / Columbus, OH*

August 2004 – June 2005

- General office support for national overdraft collections department.
- Process daily SAP journal entries.
- Customer service.

## **Branch Consumer Banking Consultant**

*National City Bank / Columbus, OH*

May 2003 – July 2004

- Solicit & open new deposit accounts, loans, and credit lines.
- Maintain existing customer accounts and customer relationships.
- Key holder responsibilities to open/close branch.
- Spot audit customer service representatives cash vault/drawers.