



Michelle N. Reed, MBA

Highly trained, business savvy senior level executive with over 16 years of extensive cross-functional operations experience. Primary expertise in capital planning, real estate, facilities management, and portfolio/space management within both public and private sectors. A true relationship manager who collaborates effectively within multi-discipline environments. Instrumental in creating and articulating strategic visions, developing internal and external partnerships and alliances to ensure consistent client/organizational success.



EXPERIENCE

Chief Operating Officer

GUILFORD COUNTY SCHOOL SYSTEM (GCS)

Description and Key Accomplishments

Aug 2021-Current, Greensboro, NC

- Overall responsible for 12.7M GSF and over 1,200 staff members.
- Oversee multiple departments within GCS operations, including Facilities Planning and Construction, Building Services & Maintenance, Transportation Services, Technology Services, and Emergency Management.
- Improving service excellence through implementing a Transportation Call Center and a new routing system for the district.
- Leading the development of (8) capital construction projects associated with the \$300M bond.
- Improved upon the GCS operations by creating renewed policies and practices to support the growth and development within each department.
- Supported the bond passage and implementation planning for the 2022 \$1.7 Billion bond Capital Improvement Program.

Chief Operating Officer

CITY OF SEATTLE

Description and Key Accomplishments

Apr. 2020-Aug 2021, Seattle, WA

- Oversaw multiple functions within operations, including Facilities Operations, Capital Project Development, Real Estate Services, Fleet Management, and Logistic & Emergency Management.
- Provided overall leadership and advising to the City's Cabinet members/Directors on all activities of the operations unit.
- Developed a collaborative workplace with collective accountability to promote equity, respect, civility, integrity, inclusiveness, and fairness for all employees.
- Implemented the largest civilian-led mass vaccination site in the US on behalf of the City of Seattle and Swedish Hospital.
- Led the development of the Citywide Return to Work plan to ensure that post-COVID City worksites were prepared to reintroduce staff and the public into City buildings safely. Also, organized the Citywide Vaccination planning to support the City's efforts to vaccinate the community. This includes operations, logistics, and emergency management support for all testing and mass/mobile vaccination sites.
- Enacted an executive mandate to develop the culture of data management within the Operations Business Unit.
- Established a data-led culture which has resulted in modification in our capital planning and asset reinvestment program. Key results are \$4.5M in identified operational budgetary savings which was redirected to support deferred maintenance needs.
- Managed the annual six-year capital planning program, which resulted in a projected capital investment of \$270M+ over six years.
- Developed a new methodology for evaluating our leased portfolio to coordinate the reductions of the City's leased locations effectively.

Executive Director of Capital Planning & Portfolio/Space Management

UNIVERSITY OF WASHINGTON, UW FACILITIES DEPARTMENT

Description and Key Accomplishments

Dec 2017 -Apr. 2020, Seattle, WA

- Overall responsible for capital planning for the University's tri-campus (26M GSF) of real property assets/leased portfolio.
- Led a team of up to 20 staff and contracted vendors for planning, including Capital/Campus Planning, Customer Service Call Center, Preventative Maintenance, Portfolio Asset, and Space Information Management.
- Developed a new portfolio management methodology for the UW Facilities- Seattle campus, which aligned with the goal to reduce the University's deferred maintenance backlog through achieving capital and resource allocation targets by 2030.
- Managed two cycles of the six-year capital planning program, which resulted in a projected capital investment of over \$3.7B over six years.
- Acted as the University's representative to the WA State Office of Financial Management and the UW Board of Regents for capital plan approvals and legislative actions impacting the University.

Director of Real Estate/Facilities Planning, Design & Space Management

AUGUSTA UNIVERSITY / AUGUSTA UNIVERSITY HEALTH

Description and Key Accomplishments

Nov 2016-Dec 2017, Augusta, GA

- Led a team of (6) design and space management staff
- Responsible for the healthcare and higher education capital facilities project planning which included both on and off-campus real estate.
- Also, responsible for the space information management system for all campuses and newly acquired parcels.
- Acted as the GA state liaison for space information and capital budget submission requests.

National Integrated Program Manager (US)

JONES LANG LASALLE - XEROX

Description and Key Accomplishments

2015-2016, Atlanta, GA

- Provided overall program management services for the US and Canada sites on the Xerox account.
- Responsible for leading strategic real estate planning, lease negotiation, budget management, project management, and site closures. Supervision of multiple remote project teams.

Regional Project Manager

UNIVERSAL HEALTH SERVICES (UHS)

Description and Key Accomplishments

2014-2015, Atlanta, GA

- Provided complete program/project management services for GA, SC, FL, AL, TN and KY for behavioral and med surge hospitals owned and operated by Universal Healthcare Services.
- Identified scope of work, sourced project teams, budget management, project phasing and execution.

Sr. Strategic Occupancy Planning Manager/Team Lead

JONES LANG LASALLE – BANK OF AMERICA

Description and Key Accomplishments

2010-2014, Charlotte, NC

- Design, develop and negotiate complex portfolio optimization scenarios and tactical business critical efforts which has resulted in significant gains in portfolio consolidation, portfolio efficiency, customer alignment, collaboration, and team integration.
- Managed (10) strategy planners in the Bank of America headquarters market.
- Created new tech on account, which has produced better data quality for KPI measurements and realized efficiency gains in cutting resource administrative time by 50%.

Healthcare / Facilities Project Manager

AOS USA, INC

Description and Key Accomplishments

2006-2010, Charlotte, NC

- Hand-picked to manage NC/SC Wells Fargo/Wachovia merger related projects.
- Managed major construction and interior renovation projects which allowed for over 500K SF reduction and over \$13.6M annual saving in real estate costs over 2 years with a targeted goal of shedding over 20K SF in the market and produce significant cost saves within the NC/SC portfolio.
- Provided end to end project management services for Atrium Healthcare (formerly Carolinas Healthcare System), which included three (3) acute care facilities (with a total of 1,210 beds), three (3) medical office buildings, one (1) Mental Health Facility, two (2) rehabilitation center, one (1) School of Nursing and one (1) Assisted Living Facility.
- Supported as assistant project management for Food Lion Corporate Offices and Charlotte Mecklenburg School K-12 Capital Bond program.

EDUCATION

Bachelor of Arts – Architecture	Hobart and William Smith Colleges	2004
Master of Business Administration – Project Management	University of Arizona- Global Campus	2011

PROFESSIONAL AFFILIATIONS AND ACCOLADES

Charlotte Chamber of Commerce – 2014 Charlotte Emerging Business Leader

North Charlotte Chapter Member / President – National Association of Professional Women (NAPW) 2012-2014

SOFTWARE SKILLS

Microsoft Excel

Microsoft Word

SharePoint

Oracle Unifier

AutoCAD