

**Amber Gratkowski, ProFM, CFM, SFP**

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**Experience:**

**Facilities Manager – Central Campus**

*PA Turnpike Commission, Engineering*

*October 2018-Present*

Oversee Central Campus - Headquarters facilities. Provide leadership and operations expertise while managing a team of 30+ full-time employees in customer experience, building maintenance, grounds-keeping, special events, administrative services and custodial staff. Manage all facilities related issues and projects on campus, including interior design, renovations and space allocations. Implement sustainable initiatives. Involved in the development of the facilities operations capital plan. Oversee preventative maintenance contracts including the upkeep, repair and daily operations of all building systems, interior finishes and end-of-life cycle replacement for building equipment and systems.

**Manager of Facilities Operations & Maintenance**

*PA Turnpike Commission, Engineering*

*September 2017-October 2018*

Manage the Facilities Operations and Maintenance unit. Manage and monitor the over 30 preventative maintenance contracts. Manage and coordinate projects with the open-end contracts and job order contracts. Manage all furniture requests for current and future space requests. Manage the physical security for all facilities, buildings and access gates. Participates in implementing department goals, business plan and budget.

**Facilities Security Supervisor**

*PA Turnpike Commission, Engineering*

*October 2015-September 2017*

Oversee the physical security of all facilities, buildings, cell towers and access gates. Serve as Project Manager to develop scope of work and bid packages for card-access system installations. Attend pre-bid conferences, review plans and specifications prepared. Oversee the Security Hardware & Access Gate Part Contracts. Review invoices to verify work performed. Oversee and prioritize security work orders in SAP. Assist with preparation of the department's operating and capital budget by providing security improvement projects. Oversee the issuance of PTC security inventory while working closely with the security contract. Oversee non-revenue cards and key control. Manage preventative maintenance issues for security related issues. Manage door groups in the card access system for employees and contractors. Coordinate work scheduling with contractors and PTC for security projects. Serve as Evacuation Coordinator. Supervise staff functions including performance management, delegation of work and review of work product. Assist with furniture requests and employee relocations. Oversee FEMO's Continuity of Government Plan.

**Engineering Project Assistant**

*PA Turnpike Commission, Engineering*

*December 2014-October 2015*

Assisted Project Manager on the AET project. Developed and implemented AET Job Shadowing Programs while working closely with various departments. Coordinated with consultant's employee outreach material and ensure updated information was posted on the Intranet/Extranet. Analyze data of project and maintain spreadsheets to be presented to executive staff. Develop relationships with departments to solicit input regarding employee transition. Processed invoices in SAP. Direct efforts in creating e-learning for management on AET.

**Facilities Manager**

*PA Department of Transportation, Bureau of Driver Licensing*

*July 2011-December 2014*

Project manager for the maintenance, furniture, reconfigurations, safety/ADA issues, preventative maintenance and relocations for 79 Driver/Photo License Centers. Maintained and allocated a \$1 million-dollar facilities budget. Oversaw the Unique Source contract. Partnered with Unique Source to negotiate contracts and leasing terms. Performed safety inspections; assessed the current condition of the buildings, ADA issues, furniture upkeep and preventative maintenance issues. Maintained inventory of all furniture and equipment statewide. Attended pre-bid conferences to review job specifications. Oversaw and ensured contracts were maintained and regular maintenance was performed with custodial, HVAC and landscaping. Assisted in PSFEI field surveys. Prepared and reviewed construction and furniture plans. Processed furniture orders through SAP. Managed fleet; assigned vehicles, trained staff on procedures and maintained mileage. Served on RFP panels.

**Real Estate Officer**

*PA Board of Probation & Parole*

*February 2007-July 2011*

Managed real estate contract leases for 26 PBPP sites. Managed PBPP mailroom and staff including supervision, delegation of work and performance management. Coordinated onsite projects with the lessor and contractors to minimize business interruption. Negotiated leasing terms for contract renewals and new facilities. Prepared space allocation requests. Prepared and submitted contract and lease specification packages for DGS. Managed allocations for parking permits. Submitted work orders through facilities portal for routine repairs and preventative maintenance inspections. Completed background checks on employees, contractors and custodial staff through JNET. Approved & submitted invoices to accounting for payment and processing. Managed furniture; coordinated design, shipping, and installation for PBPP office renovations. Coordinated safety precautions for all renovations and relocations. Served on Board's Safety Committee and worked closely with the Safety Officer on annual safety inspections. Served as Floor Fire Chief - oversaw evacuation during fire drills and emergencies. Managed the access control system, provided employee badges, photos and door access to the building and parking. Served as Continuity of Government coordinator. Served as Records Coordinator and Surplus Officer. Trained employees on RTKL and Records Management.

**Information Writer**

*PA Department of Labor & Industry, Workers' Compensation*

*September 2006-February 2007*

Collaborated and edited newsletters, feature articles, annual reports, brochures, website content and other bureau publications. Prepared and distributed outreach materials relating to workers' compensation. Reviewed and assisted executive staff in the preparation of materials for public distribution. Updated and maintained the bureau's website. Authored letters and memorandums dealing with complex workers' compensation procedures from legislators, claimants, physicians for L&I executive staff and governor's office. Coordinated workers' compensation educational workshops and the required bids and contracts for meeting locations. Assisted in coordinating annual Workers' Compensation Conference. Photographed and videotaped events as needed.

**Administrative Assistant**

*PA Securities Commission, Secretary's Office*

*July 2000-September 2006*

Served as Assistant to the Secretary of the Commission. Coordinated dates with Chairman and Commissioners to schedule commission meetings. Assembled agenda package for Commissioners. Published Sunshine Act Notice for commission meetings. Served as Records Coordinator. Transcribed minutes of commission meetings.

**Education**

Bachelor of Science, Marketing Communications, Elizabethtown College

IFMA Certification – Certified Facilities Manager

IFMA Certification – Sustainability Facilities Professional

ProFM Certificate

**Professional Affiliations**

PFMA – President 2018-2019

PFMA – Vice President 2017-2018

PFMA – 2<sup>nd</sup> Vice President 2016-2017

PFMA – Awards & Nomination Chair

IFMA - Credential Committee Chair

**Awards**

2017 Central PA Chapter of IFMA, Facilities Manager of the Year