

# Charles Edward Faller

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## Facilities Guru | Maintenance Tactician

A top-performing chief with more than twenty years of experienced, hands-on leadership skills along with an exceptional ability to observe current practices, identify specific action items for improvement, and implement real-world solutions that have a positive impact on the guest experience while always considering the company's bottom line. Seeking to use my facilities and construction wisdom covering a large portfolio of diverse properties or a world class facility operation.

### Areas of Expertise

- Empowering & Developing Teams
- Budgeting / Forecasting / CapEx
- Renovations & Project Management
- Maintaining Fire/Life Safety Systems
- Concise Communication and Organized
- Vendor Relations & Contract Negotiations
- Calm, Reliable, & Experienced Leadership
- Troubleshooting newer and older equipment

### Regional Engineering Manager Southern California SME and BDM ABM/UG2

Sept 2021-Present  
Southern California

- Built and maintained business relationships for ABM in Southern California.
- Managed a 1.3 million sq. ft. historic multi-building class A commercial office space, overseeing six buildings with three preparing for demolition and high-rise rebuild, aligning with large-scale facility management needs.
- Led major CapEx projects, scoping work and ensuring vendor proposals were accurate and fairly priced, meeting capital improvement requirements.
- Maintained Fire/Life Safety systems and major mechanical equipment, ensuring regulatory compliance.
- Trained and motivated a high-performing engineering team to support operational excellence.
- Collaborated with city officials, fire departments, and utilities to secure regulatory waivers and exemptions, demonstrating strong communication with stakeholders.
- Managed emergency responses, including diesel spill cleanup and 24-hour electrical outage resolution, ensuring safety and continuity.
- Achieved exceptional performance recognition, earning a team bonus for outstanding results.

### Director of Property Operations Hilton Hotels and Resorts, Hilton LAX Hotel

Jan 2020- Sept 2021  
Los Angeles, California

- Led engineering operations for a 1,234-key hotel with 60,000 sq. ft. of meeting space, overseeing maintenance and operations for a large facility.
- Developed and implemented COVID-19 safety protocols with local authorities, ensuring compliance with health and safety regulations.
- Established a legionella prevention program and managed long-term shutdowns of hotel sections, optimizing operational efficiency.
- Cross-trained engineering staff to maintain service levels during significant layoffs, showcasing leadership and adaptability

**Task Force Director of Engineering  
PHM, Mile High-Rise Solutions**

**July 2018-Jan 2020  
Nationwide**

- Provided interim leadership for distressed hotels and apartments, stabilizing operations and training teams to meet facility management goals.
- Revitalized engineering operations at 1600 Glenarm, reducing a 300+ work order backlog.
- Streamlined staffing and restored room availability at the University of Memphis Holiday Inn, improving efficiency.

**Previous Work Experience**

Dual Director of Engineering – Dimension Developments – Hilton and Marriott  
Lead HVACR Engineer – The Westin Denver Downtown Hotel - Starwood  
Independent Contract and Owner – Cross Into The Green Lighting Services  
Crew Foreman – Bleacher Restorations of Colorado

**Education, Training & Licenses**

Colorado State University - Bachelor of Science: Psychology - 2008  
Systems Maintenance Administrator Building Owners and Managers Institute – 2018  
EPA/CFC 608 Universal – Esco – 2015  
HVAC Certified North American Technicians Excellence - 2015  
Ritz-Carlton Leadership Training – 12/2018  
Certified Pool Operator - 03/2017  
First Aid / CPR Certification – 12/2020  
Project Management Professional Certification – Stratigism - 2023