

Charles Edward Faller

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Hospitality Facilities & Engineering Executive | Multi-Property Portfolio Leader

Accomplished Hospitality Engineering Leader with over 20 years of experience managing property operations and leading high-performing teams across multi-property portfolios. Expert at identifying operational improvements and implementing solutions that elevate the guest experience while driving cost efficiency, sustainability, and asset preservation. Proven track record overseeing budgeting and forecasting, major capital projects, renovations, PIPs, life safety compliance, and preventative maintenance programs. Seeking to apply deep facilities and construction expertise to a world-class hospitality operation or portfolio or properties.

Areas of Expertise

Budgeting, Reporting, Forecasting, CapEx
Empowering & Developing Teams
Renovations & Project Management
Operational Excellence in all Facility Trades

Concise Communication and Organized
Vendor Relations & Contract Negotiations
Energy Efficiencies & Asset Preservation
Life Safety, Compliance & Emergency Preparedness

Professional Experience

Regional Engineering Manager California

Oct 2024-Present

ABM/UG2

Southern California

- Built and maintained business relationships in California across 1200 accounts.
- Collaborated with internal operations and sales teams to align sales project proposals with client needs, ensuring solutions meet technical and budgetary requirements
- Trained and motivated high-performing engineering teams to support operational excellence with 3 branch managers, 40 district managers, and nearly 2800 engineers across Southern California.
- Collaborated with city officials, fire departments, and utility companies to secure regulatory waivers and exemptions assisting in major projects or removing the necessity for expenditure.
- Standardized SOP & emergency response programs ensuring safety and continuity across California.
- Developed and maintained comprehensive budgets and forecasts for regional operations and major capital projects, regularly presenting detailed variance reports to senior leadership that drove proactive cost management, resource optimization, property efficiency, asset preservation, risk mitigation, and alignment with both client requirements and internal financial targets

Director of Engineering

Sept 2021-Oct 2024

ABM/UG2, Onni Times Square Redevelopment

Los Angeles, CA

- Director of Engineering at a one million sq. ft. historic multi-building class A commercial office space, overseeing six buildings with three preparing for demolition and high-rise rebuild and three buildings under complete renovation and restoration. Two large chiller plants, with seven chillers, fourteen cooling towers, five generators, an Uninterrupted Power Supply, and 15k gallons of diesel on-site.
- Directed Major CapEx projects totaling over 20 million in scope of work for elevators, chillers, cooling towers, structural, and fire life safety systems. Ensured vendor proposals are accurate, and comparable.
- Developed and executed comprehensive emergency response plans with regular drills to ensure operational readiness and safety across high-traffic historic luxury commercial office and mission-critical data center environments, while collaborating with architects, contractors, engineers, and film crews to seamlessly manage on-site teardowns, renovations, and high-profile Hollywood transformations.

Director of Property Operations

Jan 2020- Sept 2021

Hilton Hotels and Resorts, Hilton LAX Hotel

Los Angeles, California

- Led facilities operations for a 1,234-key hotel with 60,000 sq ft. of meeting space, four restaurants, a team of thirty engineers, three managers, a request officer, and an engineering coordinator.
- Owned monthly reporting of full P&L responsibility for R&M, CapEx, and FF&E budgets including multi-year forecasting and budgeting to streamline projects for maximum ROI.
- Developed and implemented COVID-19 safety protocols with local authorities, ensuring compliance with health/safety regulations. Established recycling/energy efficiency programs
- Cross-trained engineering staff to maintain service levels during significant layoffs, showcasing leadership, in-depth technical engineering skills, and adaptability. Tracked major KPIs.
- Handled catastrophic failures of Chiller and Fire Life Safety equipment and the resulting insurance claims. Investigated and repaired major foundational cracks and facade issues.

Task Force Director of Engineering

July 2018-Jan 2020

PHM Management

Nationwide

- Provided interim leadership for distressed hotels and apartments, stabilizing operations, and revitalizing engineering teams to meet ownership goals and restore profitability across U.S.
- Helped open new properties and took over renovation/capex projects seamlessly.
- Created Safety Data Sheets catalogs, equipment maintenance programs, CMMS schedules and reporting, and month-to-month Property Assessments to demonstrate to ownership the value and return in their engineering investments in real time.

Previous Work Experience

Dual Director of Engineering - Dimension Developments -

Hilton Garden Inn and Marriott Residence Inn Highlands Ranch

2016-2018

Lead HVACR Engineer- The Westin Denver Downtown Hotel -Starwood

2014-2016

Independent Contract and Owner - Cross Into The Green Lighting Services

2009-2014

Project Manager- Bleacher Restorations of Colorado

2002-2009

Education, Training & Licenses

Colorado State University - Bachelor of Science: Psychology

2008

EPA/CFC 608 Universal - Esco

2015

HVAC/R Certified - North American Technicians Excellence

2015

Systems Maintenance Technician - Building Owners and Managers Institute -

2015

Certified Pool Operator - Esco

2017

Ritz-Carlton Leadership Training – Orlando Ritz Carlton

2018

Systems Maintenance Administrator - Building Owners and Managers Institute

2018

LEED - Green Associate

2020

Project Management Professional Certification - Stratigism

2023