

PROFESSIONAL PROFILE



Nigel Poland

Director Operations,
The Diversity Consortium

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Education

Bachelor of Science (Hons)
Engineering and Business Studies
Portsmouth Polytechnic (1985)

Management of the Environment
of Care and Human Resource
Management

The Joint Commission: Hospital
Accreditation Standards and
Survey Process

Disaster Medicine Seminar:
Preparing for Terrorism

EPA: Asbestos Abatement
Contractor Certification

Roofing Education Institute:
Roofing Technology

Mr. Poland brings more than 30 years' worth of results in strategy development, operational excellence, cost improvement and revenue growth across the healthcare, hospitality and the commercial real estate industries.

Mr. Poland held a variety of senior management and business development positions with ISS Facility Services, CBRE, Egleston Children's Healthcare (now Children's Healthcare of Atlanta), and Hyatt Hotel Corporation.

Mr. Poland uses his exceptional communication skills from the C-Suite to the front line to motivate, improve and get things done. His financial acumen has ensured he gets the best return on investment for resources, capital improvements and operational enhancements. His ability to work strategically while paying attention to the details allows him to cross internal silos and achieve results while motivating people.

At ISS Facility Services, Mr. Poland was responsible for global and national operations overseeing operations in 13 countries with 1,200 employees and budgets exceeding \$100M annually. He has successfully operated in a multi-country matrix environment aligning diverging viewpoints to achieve common goals. He has developed a growth and retention strategy for a \$200M division through product differentiation and integration of processes and resources. His project management experience includes transitioning accounts of up to 334 locations (30 million square feet) in 10 weeks with no service interruptions.

As a Managing Director with CBRE he was Integral in growing the managed portfolio to over 440 million square feet of commercial real estate properties globally. He directed the business development, contract negotiation, transition, operation, support and management of real estate outsourcing contracts.

Mr. Poland was Administrative Director, Support Services for Egleston Children's Healthcare System's 235-bed acute care hospital and 22 other facilities. He delivered service improvements and cost reductions up to 30% in each of the following areas: engineering, supply distribution, biomedical engineering, safety, security, transportation, environmental services, PBX and parking.

Prior to working in the Healthcare industry Mr. Poland worked for Hyatt Hotels Corporation where he honed his customer focused approach to service delivery. During his time with Hyatt, he had responsibilities that included corporate project management, hotel operations and maintenance.