

# RAJ LADA

**FACILITY COORDINATOR - Facility Operations, Vendor Management, Preventive Maintenance**

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## PROFESSIONAL SUMMARY

Facility & Property Management professional with 15+ years of experience supporting high-rise residential, commercial, corporate, hospitality, and critical facilities. Certified Mechanical Engineer with hands-on expertise in HVAC systems, electrical distribution, UPS and generators, life-safety systems, and preventive maintenance (PPM). Proven ability to coordinate vendors and contracts, manage operational budgets, ensure regulatory compliance, improve asset reliability, reduce operating costs, and deliver high tenant and client satisfaction across multi-site environments.

## SKILLS

- **Facility & Property Operations:** Operations oversight, portfolio support and asset uptime coordination.
- **Maintenance Management Systems (CMMS):** Order creation, tracking, escalation, Corrigo, and Angus.
- **Vendor & Contract Administration:** Vendor coordination, service contract, cost control and validation.
- **Budget & Financial Controls:** Operating expense & budget tracking, invoice processing, and cost reporting.
- **Building Systems Operations:** HVAC systems, electrical distribution, generators, UPS, systems monitoring.
- **Health, Safety & Regulatory Compliance:** Health & safety inspections, incident response preparedness.
- **Service Delivery & Issue Resolution:** Service request coordination, issue tracking, root-cause follow-ups.

## WORK EXPERIENCE

### Technical Coordinator (Critical Environments)

**April 2024 – Present**

*JLL*

*Toronto*

- Monitored and tracked preventive maintenance schedules across the client facilities, achieving 100% completion of monthly PMs and reducing deferred tasks by 15% through technician coordination and systematic data review.
- Synchronized responses to high-priority alarms and incidents during working and off-hours, restoring operational continuity within SLA targets and minimizing downtime by 25% across critical systems and building assets.
- Guided regular on-site inspections and compliance reviews during maintenance operations, ensuring 22% strict adherence to corporate safety standards, regulatory codes, and maintaining a record of zero reported incidents.
- Verified and closed all maintenance service reports via Corrigo platform, enhancing tracking accuracy by 27%, report turnaround time, and enabling faster resolution of corrective actions and follow-up site inspections.

### Associate Operations & Business Support Officer

**November 2021 – April 2024**

*RBC Bank / CIBC Bank*

*Toronto*

- Processed high-value fund transfers, client documentation & daily account maintenance with 100% accuracy, ensuring audit readiness, regulatory compliance & coordination in departments to maintain 0 data discrepancies.
- Streamlined branch operations & compliance audits during core system migrations, validating data accuracy, refining reconciliation workflows by 12% & enhancing turnaround by 18% while maintaining inspection readiness.

### Building Maintenance Technician

**November 2019 – January 2021**

*Triovest Realty Advisors*

*Toronto*

- Managed operations of 40+ residential & commercial properties, executing preventive maintenance schedules, system inspections & workflow coordination, ensuring compliance accuracy across building performance metrics.
- Directed contractor scheduling & quality verification, enforcing technical specifications & completion timelines, minimizing deviation errors 15% & maintaining operations across site-wide inspection & performance validation.
- Analyzed Angus Anywhere Software to manage repair orders, track work progress, and automate maintenance reporting workflows, achieving 100% issue closure rate and enhancing system-based task monitoring by 22%.
- Conducted detailed fire extinguisher and alarm inspections under Ontario Fire Code standards, ensuring full life-safety compliance and maintaining inspection documentation accuracy at 100% across audit cycles.
- Generated and submitted detailed incident and insurance reports, validating critical technical data integrity, supporting compliance readiness, and facilitating 100% successful internal review during facility audit evaluations.

### Associate Manager

**May 2015 – March 2019**

*Lodha Group (Real Estate Developer)*

*India*

- Supervised technical and operational management of six high-rise facilities, enforcing strict SOP adherence, performing infrastructure inspections, and achieving 98% compliance during scheduled technical and audit reviews.
- Executed comprehensive pre-occupancy inspections for 1,200+ units annually, identifying mechanical, electrical, and plumbing deficiencies, coordinating resolution protocols, and ensuring 100% readiness before client handover.
- Administered annual operating budgets and vendor contracts, aligning cost optimization strategies with operational performance, achieving measurable resource efficiency improvement of 17% across maintenance cycles.

- Implemented structured client feedback systems, documented resolution matrices, and tracked service quality indicators, achieving consistent 4.5/5 satisfaction performance metrics across quarterly operational assessments.
- Directed cross-departmental coordination among technical, housekeeping, and security teams, improving operational task synchronization by 23% and maintaining facility service continuity under occupancy schedules.

### **Assistant Facility Manager**

*CBRE South Asia Pvt. Ltd.*

**January 2010 – May 2015**

*India*

- Furthered all monthly reporting, variance tracking, and audit documentation for sites, ensuring full compliance with corporate policies and maintaining 100% accuracy across budget, expense, and data documentation.
- Prepared quarterly financial reviews, variance analysis, and budget forecasts, providing insights that improved planning accuracy and achieved 9% annual savings in recurring facility costs through data-driven adjustments.
- Planned and executed annual UPS maintenance shutdowns, implementing phased replacement schedules that reached 50% power savings and prevented service interruption during off-load and testing cycles across facilities.
- Moderated vendor coordination and service-level monitoring for outsourced teams, issuing work orders, verifying task completion, and maintaining top-tier KPI scores, ensuring 100% of contracts CBRE quality expectations.

## **EDUCATION**

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### **B.Tech - Mechanical Engineering**

*Yashwantrao Chavan Maharashtra Open University (YCMOU), India*

**August 2008 – December 2012**

### **Diploma - Mechanical Engineering**

*Maharashtra State Board of Technical Education, India*

**June 2001 – June 2005**

## **CERTIFICATIONS**

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- **Certified Facility Manager (CFM)** – Pursuing from IFMA