

Santiago Ghazaryan

Construction Project Manager (In Training)

Renton · WA · US

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Summary

Detail-oriented professional with over 12 years of experience in operational support, customer service, and logistics coordination within retail and facilities environments. Proven ability to manage day-to-day operations, coordinate teams, and maintain compliance with safety and efficiency standards. While new to formal construction project management, Santiago brings strong organizational skills, familiarity with regulatory compliance in operational settings, and a demonstrated ability to oversee workflows and timelines in fast-paced environments. Currently pursuing foundational training in construction management principles and actively expanding knowledge of building codes and project documentation. Seeking to leverage transferable skills in a structured training program to grow into a reliable Construction Project Manager.

Experience

Northern Sound Facilities Management

Operations Coordinator | 01 Mar 2018 – Present

Coordinate daily operations for commercial and light industrial facility contracts, supporting uptime and compliance across 14 client sites. Interface with maintenance crews, vendors, and client representatives to ensure workflow continuity.

- Scheduled and dispatched teams for routine maintenance and emergency repairs, aligning with client timelines and service level agreements (SLAs)
- Maintained digital logs of equipment service, safety inspections, and staff hours—ensuring traceability and audit readiness
- Coordinated with third-party vendors (HVAC, plumbing, electrical) on repair timelines and access requirements, improving response time by 18%
- Supported budget tracking by collecting invoices and recording labor and material expenses across 6 monthly projects
- Led onboarding for 12 new field staff, including orientation on safety protocols and daily reporting standards
- Communicated progress updates to clients via email and biweekly virtual meetings
- Notable Achievement: Reduced average repair delay time by streamlining vendor contact lists and escalation procedures across 3 high-priority accounts (April 2021 – June 2022)

Grand Avenue Market

Assistant Store Supervisor | 01 Jun 2014 – 01 Feb 2018

Managed front-line operations in a high-traffic retail environment with integrated facilities upkeep and compliance requirements.

- Supervised daily shift operations, including staff scheduling, cash handling, and inventory restocking across 3 departments
- Oversaw routine maintenance requests (lighting, shelving, flooring) and coordinated with building maintenance teams
- Ensured compliance with health and safety standards during daily walkthroughs, including OSHA-related housekeeping policies
- Trained 8 new team members in customer service, loss prevention, and operational tools
- Prepare daily sales reports and documented operational issues using internal tracking software
- Notable Achievement: Improved checkout efficiency by standardizing shift handover procedures, reducing customer wait time by 12% (Q3 2016)

Pacific Distribution Group

Warehouse Associate & Logistics Support | 01 Sep 2010 – 01 May 2014

Supported warehouse operations with inventory management, receiving, and outbound shipment coordination.

- Handled materials and equipment weighing up to 50 lbs daily, adhering to safe lifting practices
- Verified incoming deliveries against order documents, flagging discrepancies for supervisor review
- Maintained organized storage layouts and supported cycle counts across 3 warehouse zones
- Assisted with daily dispatch coordination, ensuring correct load assignments and driver documentation
- Notable Achievement: Recognized for consistent accuracy during peak season inventory audits (2012, 2013)

Education & Training

Bachelor of Science, Business Administration

University of Washington

01 Sep 2006 – 01 May 2010

Online, In Progress, Construction Management Fundamentals

Lake Washington Institute of Technology – Continuing Education

– 01 Dec 2024

Skills

Project Coordination & Scheduling, Customer & Vendor Communication, Budget Tracking & Expense Reporting, Team Coordination & Onboarding, Operational Documentation, Safety Compliance Monitoring, Problem Solving & Conflict Resolution, Time Management & Prioritization, Basic Blueprint Familiarity, Microsoft Office, Google Workspace, Point-of-Sale (POS) Systems, Inventory Management, Change Order Awareness, Construction Contract Concepts, Building Code Awareness, Multitasking in High-Pressure Environments, Facility Maintenance Coordination, Daily Log Documentation, Cost Tracking, Client Interface & Issue Escalation, Travel Coordination for Field Teams, Physical Readiness, Bilingual, Remote Collaboration Tools, Organizational Consistency, Regulatory Compliance Awareness, Data Entry & Report Preparation, Worksite Safety Mindset

Languages

English | – Present

Fluent

Armenian | – Present

Fluent

Spanish | – Present

Conversational (currently studying)

Certifications

OSHA 10-Hour General Industry Safety Certification | 2015

First Aid & CPR Certified | 2021

American Red Cross

Washington State Driver's License (Class C, Clean Record) | – Present

OSHA 30-Hour Construction Safety | 2025-03-31

In Progress, Anticipated completion Q1 2025

Accomplishments

- {'title': 'Reduced facility repair delays', 'summary': 'Reduced facility repair delays by 18% through improved vendor communication systems (2021–2022)'}
- {'title': 'Improved store operational efficiency', 'summary': 'Improved store operational efficiency by standardizing shift change procedures, reducing wait times (2016)'}
- {'title': 'Maintained safety compliance record', 'summary': 'Maintained 100% safety compliance record across 4 years in warehouse and facilities roles'}
- {'title': 'On-time project reporting', 'summary': 'Supported consistent on-time project reporting across 14 client accounts in facilities management role'}

Awards

Consistent Accuracy Recognition | 2012

Pacific Distribution Group

Recognized for consistent accuracy during peak season inventory audits

Consistent Accuracy Recognition | 2013

Pacific Distribution Group

Recognized for consistent accuracy during peak season inventory audits

Interests

Home renovation projects | – Present

Construction documentaries | – Present

Community volunteering in youth mentorship | – Present

References

References available upon request.