



## **Mary Malhiet**

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### **Senior Project Coordinator**

- Polished, energetic, professional office administrator with 20+ years' experience.
- Strong relationship and partnership-building skills – listens attentively, solves problems creatively and uses tact and diplomacy to achieve win-win outcomes.
- Dedicated commitment to providing strong customer service with the ability to build productive relationships, resolve complex issues and win customer loyalty.

### **Experience:**

#### **PES Practical Engineering-Technical Inspection Services**

#### **Inspection Specialist/Senior Project Coordinator**

**Jan. 1<sup>st</sup>, 2022- Present**

- Driving timely solutions that create extreme value for our customers so that we both will be successful.
- Project management / Technical Coordination of contract inspectors
- Project Management duties for any designated projects, which will include communications with client, regulatory bodies progress reporting, inspections, surveys and all document control, contract negotiation and invoicing.
- Onboarding contract inspectors into PES system for use to customers
- Maintain Inspectors Data Base
- Scheduled appointments for clients
- Sending information/ quotes to clients
- Respond to external and internal client enquires or administrative, technical questions
- Monitor and control WiP to ensure the targeted levels were maintained.
- Deal effectively with all clients and managed their expectations with the objective of achieving the required levels of client satisfaction including dealing with client complaints/disputes.
- Prioritize and process all activities in accordance with the documented processes and agreed

deadline with the contractual requirements, cost structures and budget constraints.

- Identify opportunities for PES to add value and provide additional services to client.
- Reviewed scope of work, process orders and uploaded into EVO to create work instructions with the assigned work orders number
- Supported utilization of surveyor's resources by performing effective client requirements with job skill matching
- Manage and updated surveyors' appointment diary, ensuring that appointments are efficiently made and geographically practical.

**Intertek Inspection Services**  
**Operations Team Lead / Senior Project**  
**Coordinator June 2018- to Dec. 31, 2021**

Responsible for daily training and assistance to members of my team. Main Focus is the development of an environment involving open communication, problem solving, and continuous coaching to reach the highest standard of client satisfaction.

- Good interpersonal and demonstrated communication skills.
- Ability to motivate others and lead by example.
- Delegation of responsibilities.
- Provide guidance that will help others to stay on track.
- multi-task and work under time constraints
- Self-motivated with good organizational and time management skills.
- High degree of personal integrity and the ability to collaborate with others.
- Aptitude to work without direct supervision
- Friendly, enthusiastic and a good team player

Report to the Deputy Operations Manager within the Spring, TX-based USA TIS Division.

- Familiarize my team with the customer needs and expectations to support performance.
- Assure that all issues, including IT, invoicing, quality, and client complaints, are addressed and resolution is made in a timely manner. Escalate issues to management if issues cannot be resolved within my team.
- Serve as the main point of contact when team member is absent and delegate responsibilities within the team to ensure sufficient coverage.
- Audit team assignments to ensure all records are up to date.
- Advise on assignment and report quality based on client requirements.
- Provide management with monthly reports updating team activities and status of client requests.
- Distribute new clients to team members after evaluating their workload.
- Ensure team members are working effectively in their roles and recommend additional training if necessary.
- Act as the main contact between teams and management by chairing team meetings in order to inform of issues, upcoming events or any relevant changes, etc.
- Responsible for team member disciplinary write-ups.
- Hold Order Review Meetings with each team member once a month (at minimum).
- Participate in 90-day reviews for all new team members.

- Participate in yearly performance reviews for all team members.
- Recognize team member accomplishments.
- Project Coordination activity

**Lloyds Register, Inspection Services**  
**Senior Administrator and Business Support**  
**Specialist**

**2013-2018**

Working as part of the customer service team, undertaking all activities required to ensure the smooth running of the office, providing a high-quality service to our clients safely, professionally and within agreed or reasonable timescales. In providing these services.

- Scheduled appointments for clients
- Sending information/ quotes to clients
- Respond to external and internal client enquires or administrative questions
- Monitor and control WiP to ensure the targeted levels were maintained.
- Deal effectively with all clients and managed their expectations with the objective of achieving the required levels of client satisfaction including dealing with client complaints/disputes.
- Prioritize and process all activities in accordance with the documented processes and agreed deadline with the contractual requirements, cost structures and budget constraints.
- Identify opportunities for LR to add value and provide additional services to client.
- Reviewed scope of work, process orders and uploaded into JDE to create work instructions with the assigned work orders number
- Supported utilization of surveyor's resources by performing effective client requirements with job skill matching
- Manage and updated surveyors' appointment diary, ensuring that appointments are efficiently made and geographically practical.

**Dr. G. Jerome Alesi, DDS Dental Office – Lafayette, LA**  
**Office Manager**  
**May 1988 to 2013**

Duties involved managing and scheduling Dr. Alesi and two busy dental hygienists as well as all patient follow-ups. Responsible for managing both the insurance verification and remittance processes. Created and managed daily and monthly ledgers and profitability reports.

**Education:**

New Iberia High School 1980-1984 – General Studies

University of Louisiana – Lafayette – 1992 – Certified Practice Management

References available upon request