

Blair Suzuki

PROFESSIONAL EXPERIENCE

PREMIER RESTORATION HAWAII June 2022 – Present

President & CEO, June 2022 - Present

- Chief Executive of Premier Restoration Hawaii, a full-service restoration company specializing in water mitigation and remediation, fire damage remediation and restoration, asbestos abatement, and mold removal.
- Leads organization of over 200+ personnel and a P&L of \$50+ million annual revenue.
- Increased Revenue by 67% in 2 years from 24M to 40M.
- Streamlined efficiency and improved business processes to improve gross margins by 10% and EBITDA by 57% in 2 years.
- Grew employee base by 38% while driving improved culture metrics including implementing paid holidays, employee feedback surveys, and employee wellness initiatives.

OTIS WORLDWIDE CORPORATION June 2015 – June 2022

General Manager, Hawai'i, September 2020 – June 2022

- Led Otis commercial business operations in the State of Hawai'i and U.S. Territory of Guam. Accountable for monitoring and managing all branch processes, providing direction to continuous improvement initiatives, and meeting or exceeding the established business and safety objectives.
- Led a team of over 120 personnel in achieving P&L success of a \$60+ million a year revenue operation across the State of Hawai'i, Guam, Saipan, and Palau.
- Awarded 2020 and 2021 Otis North America Customer Excellence Award for highest customer net promoter score in North America. Achieved 7% YoY revenue growth, 13% margin improvement YoY, and 6% EBITDA improvement from 2020-2022.
- Achieved 32% growth in after-market sales in 2021 and increased new business accounts by 14%.
- Over 20,000+ productive hours with minimal lost time or safety incidents.
- Selected as 2021 Pacific Business News' 40 Under 40 for Business Leadership and Community Impact.
- Leads business growth and provides oversight and management of new installation, modernization, and service operations. Responsible for the implementation of new growth strategies and new technology implementation. Efficient in generally accepted accounting principles, forecasting, and financial controls.

Hawai'i Operations Manager, April 2017-August 2020

- Led Otis Operations in the State of Hawai'i. Promoted to head operations position within 2 years of joining company.

- Led 56 employees, including 4 supervisors and over 50 statewide service mechanics in the day-to-day maintenance of over 2,600 elevators across Hawai'i.
- Achieved overall improvement of maintenance performance by 10% within 1 year through setting strategic, metric managed business results, reducing operating costs, and increased efficiency by utilizing new technology platforms.
- Managed a \$21M annual service portfolio and a \$12M operating budget.
- Fiscal oversight was directly responsible for course correcting a monthly \$65k operating budget overrun to \$4k under budget within 4 months and reduced labor costs by 5.5% in one year.
- Within 2 years helped drive a reduction in overhead costs of 8%, increased upsells of 12%, improved Customer Satisfaction ratings to highest in subregion, and improved office climate satisfaction survey results by 17%.
- Lead manager for business development, process improvement, field talent development, and new technology implementation within the branch.
- Successfully deploying new iOS operating platforms and over 10 new mobile apps across entire service team in a 2 month period.

Modernization Superintendent, June 2015 – Mar 2018

- Led modernization of building elevator systems across the State of Hawai'i.
- Managed life-cycle project management of 27 elevator modernizations with aggressive schedule and cost restraints totaling \$38M, delivering favorable schedule and cost performance. Responsible for the cost, schedule, quality, and performance of elevator system modernization and installations, achieving favorable cost performance and on-time deliveries of a yearly \$13M portfolio.
- Identified and solved complex problems daily, including technical and resource issues, by prioritizing issues and performing rapid risk management and solution development with stakeholders.
- Directly interacted with customers to provide the highest level of customer service during the planning and execution of elevator projects, developing customized communication plans and project execution strategies for customers. Led and mentored junior project managers in project management processes and improvements in a matrixed environment.

US NAVY June 2008 – May 2015

Nuclear Surface Warfare Officer

- Awarded 2014 SPAWAR Fleet Support Award for superior performance, selected out of 300 personnel.
- Manager for the DoD's largest IT networks installation at the time, totaling over \$32M.
- Managed 30 first-time R&D installations at various Navy and Marine Corps Commands in the San Diego area. Mentored junior PMs and developed PMO qualification processes and qualification standards for the installation management office.
- Led the operation and maintenance of a U.S. Navy Nuclear Power Plant.
- Supervised over 4900 hours of safe operation, maintenance, and repair of a 550MW nuclear reactor, four 4160V generators, and support equipment.
- Nuclear Engineering Officer Qualification - U.S. Navy's equivalent Professional Engineer certification.
- Analyzed and developed complex engineering test procedures.
- Trained 50 supervisors in the proper Quality Control procedures for preventative maintenance, resulting in a maintenance program evaluation score of 93%.
- Experienced in leading casualty control procedures during real life emergencies.

EDUCATION

- Masters of Business Administration, University of North Carolina Kenan-Flagler School of Business
- Masters in Engineering Management, Old Dominion University
- Bachelor of Science in Ocean Engineering, United States Naval Academy

COMMUNITY INVOLVEMENT

- Board President, Housing Hawaii's Future
- Board President, JCHS Class of 2004 Scholarship Fun
- Vice-Chair, Hawaii State Advisory Board on Veterans' Services
- GIFT Foundation Board Member
- USNA Blue and Gold Officer
- U.S.-Japan Council Associate Member
- Chamber of Commerce Hawaii