

Jack Dowers

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PROFESSIONAL SUMMARY

Results-driven FM, Mechanical Maintenance and Operations leader with 15+ years of experience transforming maintenance performance across large, multi-site portfolios. Currently overseeing 16 Amazon regional facilities and 128 technicians across the US and UK, consistently delivering multi-million-dollar cost savings and best-in-class safety performance. Expert in hard FM, planned/reactive maintenance, statutory compliance, and building high-performing teams. Committed to delivering innovative, award-winning facilities services.

CORE COMPETENCIES

- Hard FM Operations
- Multi-Site Portfolio Management
- Statutory & Regulatory Compliance
- Safety Compliance (OSHA/NFPA/ISO9001)
- Budget Oversight & Cost Control
- Root Cause Analysis
- Team Leadership & Development
- Vendor & Contract Management
- Planned & Reactive Maintenance
- Performance & KPI Management
- Capital Project Delivery
- Client Relationship Management

PROFESSIONAL EXPERIENCE

Operations Manager – Amazon

2025 – Present

Aberdeen, GBR

Oversee the daily operational and logistical output of Scotland's northernmost manned Amazon facility. Lead 4 direct reports and 120 secondary reports in mission accomplishment, quality adherence and career growth. Ensure building, safety, and labor compliance at the business and municipal levels. Monitor and control Under-The-Roof and On-The-Road sortation and delivery processes, driving constant improvement through root cause analysis as well as change management frameworks.

Regional Maintenance Manager – Amazon

2022 – 2025

Everett, WA | Greenwood, IN | Chattanooga, TN | Amazon

Oversee operational efficiency of 16 regional warehouses across eight states, ensuring rapid delivery timelines within a five-hour window. Administer comprehensive safety, root cause analysis, and technical training programs. Lead 16 direct reports each managing 8–16 subordinates, totalling 128 technicians.

- Facilitated root cause analysis across 63 sites, completing six projects yielding \$2.4M globally and \$1.3M network-wide annual savings.
- Minimised TRIR to 0.18 from a goal of 0.74 over 18 months – far exceeding regional safety metrics.
- Generated \$1M in global savings by innovating a 15-minute robotic equipment repair solution, slashing parts and labour costs.
- Engineered a forklift leg protector preventing rack damage – estimated \$1.76M annual savings in potential revenue losses.
- Optimised power outlet installations across 53 sites, completing the project \$3.6M under budget (\$715K actual vs \$4.3M approved).
- Enhanced Junior Maintenance Technician interview pass rates from 35% to 78%; increased retention by 6%.

Area Maintenance Manager – Amazon

2020 – 2022

Everett, WA | Amazon

Directed maintenance operations at a high-volume fulfilment centre; oversaw electrical, plumbing, HVAC and robotics/conveyor systems on a 24/7 schedule. Managed monthly maintenance budget of \$27K.

- Saved \$148K in training costs across 12 sites by certifying six technicians as internal evaluators.
- Advanced four technicians to senior/management roles through structured mentorship.
- Initiated CPR certification programme reducing per-person cost from \$120 to \$28.60; extended across 63 sites.

Maintenance Controller – Alaska Airlines

2019 – 2020

SeaTac, WA | Alaska

Resolved urgent aviation maintenance issues to minimise schedule disruptions on Boeing 737 and Airbus fleets. Monitored aircraft safety against the Minimum Equipment List (MEL) and escalated AOG situations.

- Supported safe maintenance of Boeing 737s and Airbus aircraft each valued \$6.5M–\$7M with zero safety incidents during tenure.
- Implemented rigorous monitoring protocols for AOG statuses; minimised operational disruptions.

Maintenance Controller – Endeavor Air (Delta Connection)

2017 – 2019

Minneapolis, MN | Endeavor

Directed maintenance for a fleet of 55 CRJ-200s and 98 CRJ-900s; supervised controllers and base mechanics ensuring FAA/company regulatory compliance.

- Secured 99.98% flight completion rate across 186 consecutive days.
- Pioneered emergency vendor qualification process – reduced qualification time from one week to two days; integrated into the General Maintenance Manual.
- Reviewed 2,000+ inaccurate delays/cancellations, identifying root causes in 90%+ of cases; reduced delays by 20%.

Maintenance Controller – Air Wisconsin Airlines

2015 – 2017

Appleton, WI | Air

Advanced from contractor to lead troubleshooter. Conducted line maintenance across multiple bases; enforced FAA compliance via MEL adherence.

- Completed aircraft type training in 30 days vs 90-day benchmark.
- Achieved lowest FAA violation rate among peers: 3 vs group average of 5+.
- Orchestrated remote actions for 200+ cases: supply orders, mechanic assignments, lodging.

A&P Mechanic Contractor – APA Services / TOPS Staffing

2014 – 2015

Indianapolis, IN / Long Beach, CA | APA

- Contributed to engine conversion project on 65 aircraft within 120 days, enhancing fuel efficiency.
- Executed preventive maintenance on Gulf Stream private jets valued at \$60M+.
- Improved engine change/repair efficiency by 33% through new maintenance processes.

Line Mechanic | Supervisor | QA Representative – United States Marine Corps Okinawa, Japan | San Diego, CA

EDUCATION & CERTIFICATIONS

Bachelor of Science – Aviation Maintenance Management | Embry-Riddle Aeronautical University

OSHA 10 – Occupational Safety & Health Administration

NFPA 70E – National Fire Protection Association

First Aid/CPR Trainer – American Red Cross