

# Reuben H. Maltsberger, CFM

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## Profile

Certified facility manager and team leader with 10+ years in site operations, EHS, stakeholder training, and cross-functional project delivery. Specialized in scalable systems and quality programs that enhance workplace efficiencies. Improved process durations from 28 to 6 days, and rebuilt reports to run 40x faster.

## Certifications

**Industry** IFMA® Certified Facility Manager®, OSHA-10

**Technology** Claris FileMaker Pro App Developer Expert + Server Administrator Specialist

## Experience

### Apple in Austin, TX

#### Program Manager, Global Operations Center

*February 2023 - August 2025*

- Hired and led a team that deployed TRIRIGA (IWMS) to 200+ sites, cutting year-2 expenses 40%.
- Facilitated compliance auditing, waste extraction, and industrial hygiene in various lab environments.
- Coordinated with suppliers on behalf of business managers, owning the quote-to-invoice process.
- Managed a 24/7/365 hotline for facility emergencies and coordinated cross-functional responses.
- Oversaw business use of a mobile app used by 600+ field staff, growing the initial user base by 200%.
- Directed FM systems training program for 800+ suppliers, plus internal technicians and leaders.
- Made SLA/KPI reports using Tableau, Snowflake, Wrike, Box, and Excel for finance and management.

#### Program Manager, Global Operations and Strategy

*September 2022 - February 2023*

- Deployed a site audit program for 20M+ sq. Ft. across 400 buildings, enhancing knowledge of issues.
- Built global staff websites with process guides and documentation, improving staff satisfaction.
- Produced and optimized quarterly business reports covering \$150M+ in OPEX and billions in CAPEX.
- Facilitated a steering committee to present operational changes to senior leadership for review.

#### Program Manager, Americas PMO

*September 2021 - September 2022*

- Served as interim team lead for 9 months, reporting to Americas Real Estate Senior Director.
- Co-led TRIRIGA rollouts for Americas facilities, and implemented COVID-response and return-to-office.
- Standardized programs for maintenance, services, and capital projects across the Americas portfolio.
- Managed IWMS training sessions for 400+ suppliers, managers, and technicians.

#### Facilities Systems Technician, Austin Facilities

*July 2017 - September 2021*

- Used mechanical, electrical and plumbing knowledge to improve operations.
- Developed FileMaker apps to solve field service issues such as move inventory and key tracking.
- Administered regional websites, ticketing systems, and file-sharing services.
- Worked with PMs to ensure construction project success, overseeing rentals and monitoring progress.

#### Facilities Technical Administrator, Austin Facilities

*September 2011 - February 2015*

- Started as facilities assistant, promoted after a year of success in the role.
- Managed office buildings and small data center operations, hands-on with a variety of MEP assets.
- Developed automatic reports, remote monitoring systems, and standardized technical documentation.
- Worked with EHS and finance on disaster recovery planning, recycling, and supply management.
- Coordinated departmental relocations and various CAPEX projects.

#### Mailroom Technician (Volt Workforce Solutions at Apple)

*September 2010 - September 2011*

- Created FileMaker applications and transitioned inventory control from clipboards to iPads.

## Education

### Texas State University in San Marcos, TX

- Bachelor of Business Administration, Computer Information Systems, cum Laude

### San Antonio College in San Antonio, TX

- Associate of Fine Arts, Photography