

Dean M. Enrico | Senior Forensic Consultant – Elevators/Escalators

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Professional Summary:

Mr. Enrico has nearly twenty-five years of service to the vertical transportation industry with global elevator and escalator company KONE Inc. His roles have included project management, branch operational management, global corporate program development and national/key account management.

Mr. Enrico spent over thirteen years of his tenure in the national/key account management division specializing in oversight and management of elevator and escalator repair, maintenance, and claims costs analysis for key corporate accounts ensuring corporate and client contract guidelines, processes and service deliverables were met, to ensure customer satisfaction and adherence to contractual compliance.

Mr. Enrico has worked with national and global clients as it relates to:

- Development and implementation of national and cross-border preventive maintenance service agreements for large elevator and escalator portfolios.
- Need assessment/validation and scope preparation for repairs and/or modernization of elevator and escalator equipment.
- Need assessment/validation of capital repair scope/specification development.
- New equipment/construction and installation projects.
- Development of full client portfolio asset management plans and cost preparation for capital investment into vertical transportation systems.
- C-Suite client program management and engagement.

Professional Experience:

Elevator and Escalator Expert

Mr. Enrico completes forensic investigations and prepares technical assessments of vertical transportation systems exposed to water, wind, and fire damage by the collection and analysis of project-specific data in accordance with investigative protocols.

National Account Manager

As National Account Manager, Mr. Enrico managed key strategic client partnerships. He was responsible for the full portfolio management of all elevator/escalator related activities within each individual national portfolio from contractual service deliverables, repair/upgrade capital planning and full modernization planning and project management oversight.

Account Development Manager – Americas

In this role, Mr. Enrico was part of a global team based out of Helsinki, Finland. The primary focus was the development and implementation of creating a harmonized global account management process for key accounts worldwide. Mr. Enrico was part of the build team and was responsible for the launch and implementation of the Program in the United States, Canada and Mexico.

Southeast Area Escalator Modernization Sales Manager

KONE launched a revolutionary escalator modernization product in 2006 called ECOMOD. Mr. Enrico was brought in to be part of the original launch and business development team to educate prospective clients and consultants throughout the southeastern United States on this new approach to full escalator modernization which allowed for complete escalator replacement, without the associated building demolition and removal of the structural escalator truss.

Branch Manager – Atlanta, GA Branch Office

Mr. Enrico was responsible for the full management of all operational aspects of the Atlanta branch business. This included business lines in service, repair, modernization and new construction while ensuring all corporate compliance initiatives were adhered to from safety to quality to all business protocols.

Service, Repair & Modernization Sales Manager – Atlanta, GA Branch Office

Mr. Enrico managed the sales team in the Atlanta branch which was responsible for all service, repair and modernization activity in the Atlanta branch office.

Service & Repair Account Manager – Atlanta, GA Branch Office

Mr. Enrico was responsible for managing a specific client portfolio and business development activities within a defined territory in the North and East Georgia market.

Service, Repair & Modernization Account Manager – Naples, FL Branch Office

Mr. Enrico was responsible for managing a specific client portfolio and business development activities for the SW Florida market.

Service & Repair Account Manager – Atlanta, GA Branch Office

Mr. Enrico was responsible for managing a specific client portfolio and business development activities with a defined territory in the North Georgia market.

Project Experience:**National Healthcare Organization**

Served from 2017-2022 as National Account Manager for one the largest faith-based healthcare systems in North America with over 1600 elevators/escalators in portfolio across multiple locations and states. Responsible for the day-to-day management and strict adherence to all contract specific protocols/processes, front line and C-Suite communications, detailed capital planning development for multi-million-dollar annual capital budget in preventive maintenance, quoted repairs, modernization, and also including new build projects, scope/cost reviews and pricing compliance. Worked daily with branch office personnel, key client team leads, corporate executives, and third-party

consultants across the country to manage the portfolio and achieve cost objectives around elevator projects in the facilities.

Project Experience (Continued):

Retail Movie Theatre Chain

Full account management and oversight of a national movie theatre chain with over 350 elevators and escalators across the United States. Responsible for full review/approval of all cost related matters for budgeting process for repair and modernization of elevator and escalator equipment.

International Airport – Escalator Modernization

Completed full assessment of multiple escalators and elevators in one of the largest airports in the United States and presented to, and educated facility management, airline, city, and FAA representatives on KONE solution. Led to short-term and long-term plan over several years to upgrade and replace critical equipment with minimized impact to the facility operation and people flow for the project duration.

Retail Store – Escalator Modernization

Worked closely with a major department store and their 3rd party consultant to address their old and obsolete escalators. Completed site and application equipment assessment, presented and sold solution that would allow the store to remain open and operational during the modernization project.

Specialized Education:

Trainer Skills Development Program - KONE Inc. – Lisle, IL
LEX - Corporate Leadership Training - KONE Inc. – Helsinki, Finland

Education:

Bachelor of Arts, Communications, Iowa State University, Ames, IA

Courses Instructed/ Guest Lecturer:

Mr. Enrico has led and been a contributor for numerous discussions, seminars and continuing education sessions as it relates to elevator and escalator useful life, repair, modernization and replacement. He has also been a key contributor and facilitator to the KONE – Global Account Management Development Program from 2011-2013 as part of his previous role within the organization.