



*Doreen Fentress*  
*Professional Profile*

**Doreen Fentress** has served as Vice President and Technical Director with **Quality Technical Services, Inc.**, a woman-owned SDB based in Virginia Beach, VA, for the past 12 years. She started in the industry over 27 years ago with a degree in Interior Design. Doreen's early career includes Sales Management for a major Virginia-based furniture dealership. As her experience in the construction and renovation businesses grew, Doreen moved into managing Facilities-related projects and began to work on large government and commercial contracts. Eventually Fentress took her expertise to her sister's firm, QTS, where she has become known in the industry for her integrity, dedication to customer service, and attention to detail.

Over the years, she has completed design and renovation projects which have encompassed millions of square feet in commercial and government facilities. Doreen's accomplishments have earned her recognition throughout the design world.

**Background:** With over 27 years in facilities consulting, Doreen's background focuses on program and project management, interior design, systems furniture, construction knowledge and renovations. Ms. Fentress has marketed, designed and project managed several million square feet of commercial and government facilities nationwide and internationally over the past 17 years. Ms. Fentress has developed an extensive knowledge of construction and renovations through her rich and varied experiences in the field. Often one of the few women on site wearing a hard hat, Doreen is known for her specialization in renovations with complex logistical requirements and her in-depth comprehension of telephone, electrical, and computer technology. Major projects have included corporate headquarters, health care facilities, hotel and conference centers, as well as municipal, state and federal projects.

**Career Highlights:** Ms. Fentress most recently presented an Educational Session at the International Facilities Management Association (IFMA) World Workplace Conference & Expo 2007, titled *"Been There, Done That...Now What?: Evolving Issues in Workplace Design and Management."*

In addition to IFMA's recognition of her expertise, Ms. Fentress and QTS have recently been honored with the following awards/appointments:

- Doreen is one of only 50 jurists asked to judge furniture design at the industry's premiere event, the NeoCon World's Trade Fair, where she has helped select the design to receive the "Best of NeoCon" award for the past several years



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- Ms. Fentress sits on the IFMA Council of Facility Advisors and is also a member of the current Task Force on Facility Management for the IIDA National Facilities Planning & Design Forum
- Salvation Army Women's Auxiliary of Hampton Roads – *Past President, Current Advisory Board Member*
- Women in Business Achievement Award (Inside Business Magazine) – 2005, 2003
- One of Virginia's Fantastic 50 Businesses of the Year – 2003.

**Project Samples:** Some of Ms. Fentress' more interesting and challenging projects over the years have included the following sample experiences:

- *Owner/Representative* for the pharmaceutical family of companies owned by Johnson & Johnson, Inc., with the following responsibilities: 1) Determine scope of upcoming project; 2) Research and/or negotiate bids to determine best value; 3) Locate and hire architects, builders, subcontractors to complete project; 4) Manage furniture contracts; and 5) Manage each project on a daily basis for J&J
- *Feasibility Study and Process Focus Group* for Sentara Healthcare Systems, with the following responsibilities: 1) Determine how to consolidate three 75,000 square foot financial offices into one building; 2) Analyze space plans to accommodate future expansion; 3) Locate property within current leased space to determine which offices to move; 4) Lay out space for new financial office site; 5) Serve as outside contractor to re-engineer customer service process; and 6) Lay out space to accommodate new process.
- *Project Management/Comprehensive Furniture Management Services (CFMS)* for the US Department of Transportation (USDOT), providing project management, systems furniture, and installation for 6,000 workstations.
- *Project Management/CFMS* for the National Oceanographic and Atmospheric Administration (NOAA), providing project management, systems furniture, and installation for 1,100 workstations.
- Project management experience with all major systems of furniture lines National and international Project Management Trainer for a Major Furniture Manufacturer
- Developed and instituted training programs entitled "Project Management I" and "Project Management II" for the beginner and advanced levels.

**Education:** Ms. Fentress' educational background includes undergraduate work at Virginia Commonwealth University, a Bachelor of Arts in Fine Arts (Commercial Interior Design) from Old Dominion University, and completion of the Minority Business Executive Masters Program at the University of Virginia, Darden Business School.