



# Yannick Amrani

Facilities Manager (Ex Apple)

📍 Strasbourg Metropolitan Area, France

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## Languages

English (Fluent)

French (Native)

German (Basic)

## About

Multi-site Facilities Manager with over 10 years of experience, including international exposure. I previously managed a team of 24 Facilities Leads across 21 stores in France and Belgium. I prioritize clear and effective communication at all levels, which has fostered trust among my team members, internal clients, and external partners. Drawing from this experience, I am motivated and eager to bring my leadership skills and ability to tackle complex challenges to a forward-thinking organization.

### BRANDS WORKED WITH

Apple

Conseil Départemental du Bas-Rhin

TRSB

## Experience



### ● Facility Manager

Apple | Feb 2018 - Aug 2023

I am responsible for the facility management (hard and soft services) of 21 Apple Retail Stores in France & Belgium. Some of my responsibilities include:

- Create, negotiate, schedule and flawlessly execute the routine maintenance for all Apple Retail Stores in France and Belgium (hard and soft services)
- Manage all non-routine works needed to upkeep the Apple Retail Stores to the expected brand standard
- Lead tenders for maintenance, janitorial and GC services
- Frequently visit all Apple Retail Stores within my market to make sure they always represent the brand. Meet with the store leadership and with the different service providers to follow up on routine, non-routine works and other construction projects (over 50% travel)
- Act as a point of contact between the Store teams, other internal Apple teams, Service Providers, Landlords, City officials, Social Partners and Employee representatives (CSE/CSSCT).
- Collaborative work with the Design, Development and architects teams for large construction projects such as new stores, remodels or refreshes from project birth to project delivery
- Manage and lead through multiple crisis such as "Gillet Jaune", COVID-19 or other protests by providing high level of services to the business (storefront protection during protests, re-organising janitorial services to switch our strategy from cleaning for aesthetics to cleaning for disinfection)



### ● Facility Coordinator

Apple | Jun 2015 - Jan 2018

Working as a Project Coordinator in the Facility team. I focus mainly on facilities management and special projects for our Retail Stores around Europe. Part of my responsibilities are:

- Manage the FM platform (ServiceChannel) to organise, schedule and execute the routine and non-routine services in our Apple Retail location across EMEA
- Participate in tenders to on-board new Service Providers for Janitorial, MEP and GC services
- Responsible for the training of the new and existing Service Providers for all Apple internal tools, FM platform (ServiceChannel), Apple Expectations and brand standard ...
- Covering for Facilities Manager throughout EMEA.



### ● Facilities Maintenance Specialist

Apple | Nov 2012 - Jun 2015

I have been working in the Apple Store Strasbourg as a Facility Specialist. My main responsibility was to keep the store at the highest standards.

Working directly with multiple Service Providers, the landlord, store leadership and the head office in order to efficiently plan, schedule and

complete maintenance, repairs and special projects works in the store.

I have been playing a key role in the training and mentoring of new and existing employees of the store.

I also supported the opening of a new store (Apple Store Lille) to train the new team to the Apple standard and set up the store for success.



- **Back of House Specialist**

Apple | Aug 2012 - Nov 2012



- **Back of House Specialist**

Apple | Jun 2011 - Aug 2012



- **IT Helpdesk Technician**

TRSB | Sep 2010 - Apr 2011

- **IT Helpdesk Technician**

Conseil Départemental du Bas-Rhin | Sep 2008 - Aug 2010

## Education & Training

2008 - 2010

- **Pôle Formation CCI**

BTEC Higher National Diploma,