



NEWS RELEASE: 43 -14

26 August 2014

Carlos Guizar Named 2013 NEXCOM Headquarters Associate of the Year

Carlos Guizar, Facility Project Planner, at the Navy Exchange Service Command's West Coast Office in San Diego, Calif., has been named the command's 2013 Headquarters Associate of the Year.

Guizar led a team of seven craft and trade personnel during a 24-week major renovation project at NEX Pearl Harbor. Originally intended as a contracted project, the significant phasing aspects of the \$5.9 million renovation along with an operational requirement to complete the work before the holiday season drove a decision to accomplish the project using NEXCOM's in-house West Coast facilities team.

"Carlos and his team arrived at NEX Pearl Harbor in late May 2013 and executed the work on schedule and significantly under budget, completing it by the end of October 2013," said Jeff Voltz, Vice President, NEXCOM Facilities. "He coordinated closely with store personnel to minimize impact to retail operations, including working the initial phases of the renovation after hours. He also provided technical support to the NEX Pearl Harbor facilities team which was concurrently updating portions of the second floor of the store."

Despite the enormous challenge, including lack of familiarity with the location and a myriad of equipment and material availability issues, Guizar remained flexible and dynamic, altering schedules and tasks to keep his team functioning at the performance level needed to complete the project on time and on budget.

Work completed by Guizar and his team included installing new floor tile and carpeting, widening and changing store aisles and installing new store fixtures and shelving. They added NEX branding elements to the store including a heritage wall, new and improved directional signs and finish upgrades to the elevators. In addition, they upgraded the look of the Flower Shop, the customer service area, and created a watch and sunglass concept shop. While much of the work was done during the day, some had to be completed at night, after the NEX was closed, so as to not disrupt store operations and customer shopping experience.

"This was the largest endeavor of this type executed by in-house NEXCOM associates," said Voltz. "We appreciate the project support provided to the crew by the Joint Base staff. This was a complex and highly visible renovation at a location which is extremely sensitive to sales disruptions. Carlos and his team persevered and had the store ready for the 2013 Navy Blue Holiday shopping season."