



Michele Medaglia brings a new team and a new approach to ACC Construction

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After nearly a decade at the helm of ACC Construction, Michele Medaglia has learned that quality - in project work, performance and service - begets quality - in people. By constantly "upping" her own standards, she has been able to attract a management team that, in turn, ensures ever-better, and more consistent, results.

James Galvin came to ACC as director of operations with a strong background in construction management from years of working on high-end corporate and retail build-outs. Galvin, who immediately connected with Medaglia's energy and ambitious agenda for ACC, quickly immersed himself into the entire company as well as the most complex project in the firm at the time, the Tiffany & Co. Wall Street store. Working on a super-fast track, Galvin spearheaded delivering the store in just seven months to an ecstatic client whose reputation for excellence had made it one of the most recognizable and prestigious brands in the world.

Galvin saw the potential and excitement at ACC and hired Jamie Cassara as the company's chief estimator. Cassara has worked at Barr & Barr as well as at Michael Anthony, so he was familiar with the scope and kinds of projects at ACC, most of which are high-end corporate interiors, high-design retail, healthcare and hospitality work.

In the meantime, Medaglia had been introduced to Elisa Zervos, who was working in customer service for Sam Zell's Equity Office Properties. At ACC her title is assistant director of operations, which means she trains staff, standardizing systems and procedures and ensuring that ACC provides the highest level of customer service. Her corporate approach, experience and skills are rarities at a construction firm the size of ACC, a point that positively benefits the firm's clients.

A new chief financial officer started in early 2007: Ray Swanson. Swanson is a strategic thinker who oversees cash management, finance and growth planning. His background at accounting, construction and electrical contracting firms gives him broad knowledge from which to run ACC's finance department.

Medaglia, Galvin, Zervos, Cassara and Swanson all benefit from the hiring of Richard Settino as Director of Administration. A Major in the Army Reserves and Blackhawk pilot who served a tour in Iraq, Settino brings an unerring sense of discipline to ACC. Settino's roll-up-your-sleeves attitude extends to every level of office detail, no matter how small or large, from human resources and facilities to information technology and business continuity.

As the team has coalesced, every member has taken the best thoughts, energies and ideas from every other person in the group, and the result is stronger than anyone could have foreseen: Medaglia's energy, Galvin's commitment, Settino's sense of structure, Zervos' order and process-driven methodologies and Swanson's strategic planning. The effect for clients is enormous: an exceptional level of efficiency on projects, faster and better reporting, more

consistency, pro-active communication with all team members, and quality control for all facets of on-site production.

The most recent announcement at ACC is a double one: when Galvin was promoted to vice president in April 2008, Jim Winters, most recently of Interstate Industrial Corp and Perini, became the new director of operations. Winters is a specialist in complex, diverse commercial, public and industrial projects, including Yankee Stadium, JFK Airtran and upgrades to the Metro-North Hudson Line station.

For her part, Medaglia sees the logical benefit of having this talent pool at ACC, and the competitive edge it brings her. "The success of the firm and my personal success is because I've surrounded myself with smart, effective people. As I continue to manage the firm, expand our network of clients, and enjoy our well-earned reputation for great work, it's our people who make it possible, and as we work together, it just gets better every day." She's right: the stronger team ensures better project work, which creates happier clients, seals ACC's great reputation, and attracts higher design projects.

At this point Medaglia continues to brand ACC Construction as a boutique construction firm that offers a superior level of service, and she has the infrastructure to deliver on her promises. "I can say now, confidently, that our teams spend hours and hours on the details so that projects come in on time and at a level that clients appreciate beyond their expectations. As a result, clients return to us repeatedly. We ensure our senior management team is available 24/7. Problems can and do arise on any job, but our method of operation entails having multiple people accessible to implement a solution."

The success of recent projects combined with the strength, experience and professionalism of this senior management team has put ACC into an entirely different place than that of even a year ago. Even though it has always had a good reputation and customer relationships, ACC is now an organization that lives and breathes customer service through the expertise of senior management. This promise is met every day by a team of executives who have combined the nuts and bolts expertise of contracting with a corporate culture focused on service, accountability, and transparency. The future looks bright for ACC and the talented people who work for the firm. "It has always been my passion to grow ACC while changing the way construction has been perceived for the better," says Medaglia exuberantly. "This is the team that is doing just that."

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