

Miguel Pagan

Director of Engineering / Capital Projects / Luxury Hospitality

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SUMMARY

I am a hotel engineering director in New York. Over 15 years I have run engineering at 7 properties: PUBLIC Hotel New York, Ace Hotel Brooklyn, The Dominick, Park Lane New York, the Crowne Plaza Times Square, The St. Regis New York and The Westin New York Grand Central, from 286 to 800 rooms.

The job is the building. I own fire and life safety, HVAC and building management systems, elevators, the capital plan, the operating budget, the union engineering team and the reporting to ownership and executive leadership. At PUBLIC that meant about \$3 million in capital work, a \$1.5 million operating budget, a \$470,000 service elevator modernization and the engineering recovery after major water damage.

EXPERIENCE

Director of Engineering & Security, PUBLIC, an Ian Schrager Hotel, PUBLIC Hotel New York

May 2025 to October 2026 | Lower East Side, New York | 367 rooms

- Directed engineering and security for a 367-room luxury lifestyle hotel: building infrastructure, preventive maintenance, emergency preparedness and regulatory compliance.
- Oversaw about \$3 million in capital improvement work and a \$1.5 million departmental operating budget, and advised ownership and executives on project priorities, procurement and risk.
- Coordinated a \$470,000 service elevator modernization, and the maintenance, inspections and contractor performance for the hotel's elevators and escalators.
- Led the engineering recovery after major water damage, working with specialized vendors and insurance representatives to restore the affected building systems. Oversaw fire alarm recovery, HVAC and BMS repairs, and the compliance work supporting FDNY, DOB and temporary certificate of occupancy requirements.
- Supported lobby, restaurant, guest room, flooring and lighting renovations, and took part in the PUBLIC West Hollywood construction project through engineering and construction coordination.

Director of Engineering & Security, Ace Hotel, Ace Hotel Brooklyn

June 2023 to May 2025 | Downtown Brooklyn, New York | 286 rooms

- Led facilities operations for a 14-story, 286-room hotel and supervised 8 union employees, including scheduling, payroll and performance.
- Oversaw \$750,000 in capital expenditures across Engineering, Security and IT, and directed a commercial kitchen renovation and a ballroom flooring replacement.
- Set up preventive maintenance practices, wrote 8 Security SOPs and introduced inventory controls for the department.

Chief Engineer, The Dominick, The Dominick Hotel

October 2022 to June 2023 | SoHo, New York | 396 rooms

- Led engineering for a 46-story, 396-room hotel with a 12-person union team, and managed capital improvements and vendor execution.
- Coordinated an RFID lock modernization across all 396 rooms, spa improvements, guest room refurbishments and the preventive maintenance program.

Chief Engineer, Highgate, Park Lane New York

Within Sep 2015 to Oct 2022 | Central Park South, New York | 610 rooms

- Led engineering for a 610-room hotel and managed 19 union employees: staffing, payroll, labor relations and development.
- Helped complete the final 40% of a property-wide renovation across the guest rooms, lobby and rooftop bar, coordinating contractors and inspections.
- Managed the department budget, P&L reviews, purchasing and procurement. Named Manager of the Quarter for Q1 2021.

Assistant Director of Engineering, Highgate, Crowne Plaza Times Square Manhattan

Within Sep 2015 to Oct 2022 | Times Square, New York | 795 rooms

- Managed facilities operations for an 860,000 square foot, 795-room hotel with 25,000 square feet of event space and 28 meeting rooms.
- Coordinated 800 headboards, 500 bathtub reglazing, 800 countertops and a lighting retrofit across all 795 guest rooms.
- Managed a 25,000 square foot event-space flooring renovation and improvements to the lobby and guest rooms.

Engineering Manager, Marriott International, The St. Regis New York

Within Jul 2011 to Sep 2015 | Midtown, New York | 300 rooms

- Led retrofit and renovation work at a five-star, 300-room hotel: back of house, restaurant, bar, kitchen and guest bathrooms.
- Coordinated contractors, schedules, procurement, budgets and engineering inventory for the renovation work.

Engineering Manager (promoted from Coordinator), Marriott International, The Westin New York Grand Central

Within Jul 2011 to Sep 2015 | Midtown East, New York | 800 rooms

- Promoted from Engineering Coordinator to Engineering Manager within the first year.
- Co-led capital improvements for a 785,000 square foot, 800-room hotel, including 1,600 windows and the guest room entry systems.
- Supported guest room refurbishment projects and delivered employee safety training aligned with New York City requirements.

SELECTED PROJECTS

Service elevator modernization. A \$470,000 modernization of the service elevator at PUBLIC Hotel New York.

Water damage recovery and fire alarm restoration. Engineering recovery after major water damage at PUBLIC, including fire alarm restoration and FDNY and DOB compliance.

Park Lane renovation, final 40%. The final 40% of a property-wide renovation of the 610-room Park Lane New York: guest rooms, lobby and rooftop bar.

Crowne Plaza guest room program. 800 headboards, 500 bathtub reglazings, 800 countertops and a lighting retrofit across 795 rooms, plus 25,000 square feet of event-space flooring.

Dominick RFID locks and spa. RFID lock modernization across all 396 rooms at The Dominick, with spa improvements and guest room refurbishments.

Ace Brooklyn capital program. \$750,000 in capital work across Engineering, Security and IT at Ace Hotel Brooklyn: a commercial kitchen renovation, ballroom flooring and 8 Security SOPs.

SKILLS

Building systems: HVAC: chillers, boilers, cooling towers and air handling, Building management systems (BMS) and controls, Elevators and escalators: maintenance, inspections and modernization, Fire alarm, sprinkler and standpipe systems, Electrical distribution and emergency power, Plumbing, domestic hot water and water treatment, Commercial kitchen, laundry and refrigeration equipment, Guest room locks (RFID), CCTV and access control, Work order and preventive maintenance systems (HotSOS, Transcendent, ALICE, Knowcross), Water damage and building system restoration

Compliance: FDNY Certificates of Fitness; DOB elevator CAT1 and CAT5; Local Law 11 (FISP) facade; Local Law 87 energy audit; Local Law 97 carbon caps; Local Law 77 cooling towers; Local Law 152 gas piping; DOB boiler inspections; DEP backflow prevention; NFPA 25 and 72 fire system testing

Leadership: Local 6 union teams of 8 to 19: scheduling, payroll, labor relations, Capital planning and P&L, Owner and executive reporting, Vendor and contractor management, Renovation and construction coordination, Emergency response and recovery, Security operations and SOPs, Training and development

Platforms: HotSOS, Synergy, ADP, Transcendent, Opera, Microsoft Office, Concur, Paycom, ALICE, UKG, Knowcross

Languages: English; Spanish

EDUCATION

Apex Technical School. Heating, Ventilation, Air Conditioning and Refrigeration Maintenance, 2016

Massanutten Military School. High School, 2004 to 2006

AWARDS

- Manager of the Quarter, Q1 2021, Park Lane New York

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