

In the Spotlight... 10 Minutes with Oliver Delgado

When his dream of becoming a second baseman for the New York Yankees fell by the wayside, Oliver Delgado turned to corporate America. With a background that includes Concessions Management with the New York Yankees and years as a Regional Director at Kaplan Inc., the educational unit of the Washington Post Company, Oliver was a perfect fit to join ARAMARK Education as a District Manager. Get to know Oliver Delgado...



What is your position?

I am District Manager for Facility Services covering Pennsylvania, Ohio, and Maryland.

How long have you been with ARAMARK?

Five years in April 2011. I started out as District Manager on the food side and then transitioned over to Facility Services about 4 years ago.

Describe your role and what you do on a daily basis?

As a District Manager, I am responsible for overall facility operations of 16 school districts across PA, Ohio, and Maryland. I work directly with facility directors to ensure operational standards are in place and buildings are well maintained. I also focus quite a bit on the professional development of ARAMARK Managers and the technical training of the front line employees delivering services to our consumers. When I am not focused on operations, my time is spent managing client relationships and partnering with key stakeholders in the Districts where we operate. Ultimately, my job is to help create safe and healthy learning environments for over 60,000 students across three states.

You have been part of a development program with The National Hispanic Corporate Council. Can you tell us about the program?

I am very proud of my involvement in this program. ARAMARK is focused on diversity and everyone in the company understands that as our business grows and the markets where we deliver services continue to transform, we need to develop the right level of leadership and talent to meet the needs of our consumers in those markets. The NHCC has put together a corporate leadership program that focuses on preparing Hispanic leaders for senior leadership positions within an organization.

The program is based out of Southern Methodist University - Cox School of Business. The curriculum has been tremendous and the instructors have been great. They present core leadership concepts and MBA-level courses with a Hispanic twist. The program strategically tackles the challenges and opportunities cultural differences present in leadership development. The program's goal is to fill the "development pipeline" with highly talented and capable Hispanic executives on their development journey to Senior

Leadership positions. Personally, it delivers valuable professional development opportunities and gives me exposure to one of the top business schools in the country . More importantly, it provides additional tools that I can bring back to ARAMARK Education to help us continue to expand the business. I am excited to see more growth in the larger urban districts and want to help prepare our line of business for that growth.

What gets you excited about your job?

There are many great jobs in ARAMARK, but the District Manager role is incredibly exciting because it allows me to impact operations and work with different people in varying roles. The success of the District Manager depends entirely on the ability to interact, influence and develop people. This really serves as a motivating force.

Do you ever hear any positive feedback from the client about working with ARAMARK Education?

We have many long-term clients in my area and a few new ones as well. They all see value in their partnership with ARAMARK. You can tell they are happy when they use the word “partner.” We are not contractors, not employees... we are partners. That is very rewarding. I have accounts where my front line managers are actually part of the district administrative team. That is great to see.

What do you like most about working for ARAMARK Education?

I think the level of talent we have in the line of business and the commitment to working together is tremendous. Specifically in the East Region, we have really come together as a team. We can leverage our individual talents as a resource and often “bounce ideas off” one another. I am also excited about the growth opportunity in the K-12 market. It seems as if we haven’t even scratched the surface when it comes to potential business in the industry. If 70-80 percent of the market is still self-op, we have a tremendous opportunity to grow our business and careers.

Background on Oliver Delgado:

I went to Cornell University and I worked for the New York Yankees for four years as a Concessions Manager. From the Yankees, I went to an educational company, called Kaplan, for nine years. At Kaplan, I ran educational centers in Connecticut, New York, New Jersey and Philadelphia and learned about curriculum, educational services and multi-site management.

I grew up in the Bronx, New York and now live in the Pittsburgh area. I have three children, Oliver (12 years old), Dora Rose (8 years old), and Ethan Hunter (4 years old). My wife, Donna, and I have been married for 16 years. I spend most of my time on the weekends keeping up with the kids’ activities. I also coach baseball and watch my daughter cheerlead.

When your first grade teacher asked you what you wanted to be when you grow up, you answered?

At that age, I was certain I was going to replace Willie Randolph as second baseman of the New York Yankees! After that dream fell by the wayside, I thought I would become a doctor. I graduated from Cornell with a degree in Pre-Med, but decided to hold off on medical school and pursue a career in business. It's been quite an adventure so far.