

# Resume 703

## SUMMARY OF QUALIFICATIONS

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Top-performing Construction Project Manager with 20 years experience in home installation projects looking to channel industry knowledge into a customer relations position. Recognized by clients for delivering on all aspects of customer service from initial sales contract to project completion. Well versed in the best recruitment practices for the evaluation and hiring of subcontractors and construction workers. Demonstrates solid project management skills through job planning, task delegation, and direction of teams of employees. On average, conducted 10-person teams to complete up to 1,000 projects a year that were valued at up to \$70,000 each. Known to other construction professionals as a dependable supervisor and competent technician.

## PROFESSIONAL HISTORY

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### **Owner/Operator/Construction Manager**

**2012 - 2013**

Skilled Services of North Carolina, Inc., Amherst, NY

- Managed activities of own company that provided home improvement services to residential customers in Western New York. Also operated as an independent subcontractor for multiple Lowe's Home Improvement stores in WNY.
- Developed business by calculating work estimates, relaying estimates directly to customers or Lowe's sales staff, demonstrating products through customer consultations, establishing work contracts, and scheduling projects to be executed.
- Selected workers and formed teams to work on individual home construction projects – teams usually included 3 subcontractors and up to 7 construction workers. Directed and participated in all aspects of a home improvement project. This included the installation of windows, doors, fences, siding, decks, room additions, and major renovations.
- For Lowe's contracted projects, recorded progress of each home construction project and reported this information to store management. Status updates were communicated to store managers throughout the stages of each project.
- Ensured customer satisfaction by providing an ongoing dialogue with customers throughout the duration of a project. Consulted with customers at the close of each project. Submitted invoices to customers.

### **Owner/Operator/Construction Manager**

**2001 - 2012**

Skilled Services of North Carolina, Inc., Fuquay-Varina, NC

- Managed activities of own company that provided services to multiple home builders in North Carolina. Also operated as an independent subcontractor for Lowe's. Performed numerous residential projects for multiple Lowe's stores within two sales regions.
- Developed business by calculating work estimates, relaying estimates directly to customers or company sales staff, demonstrating products through customer consultations, establishing work contracts, and scheduling projects to be executed.
- Selected workers and formed teams to work on individual home construction projects – teams usually included 3 subcontractors and up to 7 construction workers. Directed and participated in all aspects of a home improvement project. This included the installation of windows, doors, fences, siding, decks, room additions, and major renovations.

**Owner/Operator/Construction Manager (Continued)****2001 - 2012**

Skilled Services of North Carolina, Inc., Fuquay-Varina, NC

- For company-contracted projects, recorded progress of each home construction project and reported this information to company management. Status updates were communicated to company managers throughout the stages of each project.
- Ensured customer satisfaction by providing an ongoing dialogue with customers throughout the duration of a project. Consulted with customers at the close of each project. Submitted invoices to customers.

**Recruiter****1998 - 2001**

Tradesmen International, Raleigh, NC

- Directed the recruitment of workers for this construction staffing agency. Workers were placed on a contingency basis with clients, but were hired as permanent employees of Tradesmen International.
- Managed the placement of advertising of available positions with local media.
- Conducted the recruitment process for employees including the interviewing, evaluation, and hiring of workers for the company.
- Negotiated the administration of wages and benefits to new employees including health insurance, vacation, and disability coverage.

**Owner/Operator/Construction Manager****1992 - 1998**

Home Energy Management of Western New York, Tonawanda, NY

- Managed own company while operating as a contractor for the following organizations: VESID, Chase Pitkin, and the Eastern Paralyzed Veterans Association.
- Developed business by calculating work estimates, relaying estimates directly to customers or company sales staff, demonstrating products through customer consultations, establishing work contracts, and scheduling projects to be executed.
- Selected workers and formed teams to work on individual home construction projects – teams usually included 3 subcontractors and up to 7 construction workers. Directed and participated in all aspects of a home improvement project. This included the installation of windows, doors, fences, siding, decks, room additions, and major renovations.
- Recorded progress of each home construction project and reported this information to company management. Status updates were communicated to company managers.
- Ensured customer satisfaction by providing an ongoing dialogue with customers throughout the duration of a project. Consulted with customers at the close of each project. Submitted invoices to customers.

**EDUCATION & CERTIFICATION**

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**High School Diploma**

Kenmore East High School, Tonawanda, NY

**EPA Accreditation for Lead Renovation, Repair, and Painting, 2008**