

# Restoration Project Management

## Program Faculty

VMA's Restoration Project Management program offers a place where advanced-level learning meets real work experience. Authorities in the academic world partner with some of the most trusted names in the restoration industry to take project management from principle to application. This course is taught by 9 different instructors, a combination of college professors and industry specialists who are subject matter experts. We are pleased to present the RPM faculty....

### ***The Corporate University***



**Bob Jewell, PMP** is the founder and CEO of the OMEGA Leadership Group and has 22 years of hands-on experience in many business environments. He has provided leadership development, project management training, and consulting services to organizations such as Toyota, Federal Express, and Aultman Hospital, among others. Jewell has a bachelor's degree in engineering from The Ohio State University and is certified as a Project Management Professional by the Project Management Institute. Bob teaches the Project Management program for certified project managers at Kent State University's Stark Campus.



**Kristy Frieden** has over 18 years of experience working with all levels of leadership. She specializes in executive and team coaching, training, and facilitation. Kristy has worked with a variety of organizations and industries, including healthcare, higher education, manufacturing, and technology. She has extensive facilitator training as it relates to selecting, developing, coaching, and evaluating top performers. Kristy's passion and dynamic presentation style, coupled with her sense of humor and positive approach, engage and motivate clients to focus on their strengths while achieving success.



**Jack Shanks**, owner of Management Solutions, has more than 30 years of broad-based management experience in private business, government, and education. He is an experienced project manager, negotiator, and coalition builder who has created and taught seminars throughout the United States for more than 20 years. Shanks is the author of *Yes, Data Processing Projects Can Be Successful* and nationally published articles on project management and user interface. Jack also served as a lead negotiator for General Electric.

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## Industry and Subject Matter Experts



**Peter Berman** has over one dozen years' experience in the Construction, Development, and Inspection industries. As a third-generation builder and project manager, Peter has organized and supervised projects including large tracts of single family homes, multi-family homes, and commercial projects in Brooklyn, Staten Island, Central New Jersey, and most recently Orange and Sullivan counties in NY's Hudson Valley. In addition to construction and development, Peter is a founding partner of Inspect Your Home, Inc., which has performed inspections for individuals, investors, and some of the largest national Real Estate Holding companies and lenders including Legg Mason, Wells Fargo, and GMAC. Peter is on the faculty of the New York Real Estate Institute where he conducts seminars and lectures. In addition, Peter is a published author with multiple articles addressing industry-related topics.



**Edward H. Cross, Esq.** "The Restoration Lawyer," is President of Law Offices of Edward H. Cross & Associates, PC and has been litigating business, real estate, and property damage cases since 1995. Before law school, he was the Operations Manager of Dockmasters, Inc., a specialty sub-contractor in Burbank, California that furnished and installed material handling equipment for new construction and to users. It was there he learned about the construction and contracting industries. During his career, Ed has successfully resolved over 500 cases involving issues of construction, property damage and/or indoor air quality. He has been handling legal matters related to water, sewage and mold for more than 15 years. He has earned certifications as a Certified Indoor Air Quality Consultant (CIAQC), a Certified Indoor Air Quality Professional (CIAQP) and Water Damage Restoration (WRT) by the IICRC/The Clean Trust.



**Steve Toburen, CR** spent over 20 years "down in the trenches" in the cleaning and restoration industries and graduated first in his Certified Restorer class. His cleaning and restoration company grew into a nationally recognized operation based on its high per-capita profits in a smaller market base. In 1991 Steve sold his company and retired (at the age of 38!) from full time business. He has authored hundreds of industry articles and Special Reports and recorded three major audio customer service training courses. Since 1996 Steve has served as the Director of Training for Jon-Don's Strategies for Success (SFS) program and directs the SFS website.

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## ***Violand Management Associates, LLC***



**Timothy E. Hull, CR** has a wealth of expertise in operations. He was branch manager and general manager at a disaster restoration company with over \$6M in annual revenues before becoming national disaster-response manager at a leading \$100M disaster restoration company. To those who face operational challenges in this industry, Tim brings firsthand insight and mastery of large-scale restoration operations, along with systems and procedures to solve those challenges. Tim founded VMA's Restoration Project Management course and the Restoration Estimating workshop. Tim earned his bachelor's degree in business from Montana State University.



**Scott Tackett** is a facilitator, business trainer, and adjunct professor at Kent State University who joined VMA after 32-years in manufacturing, H.R. management and organizational leadership. Scott founded VMA's Management Development Program, which trains owners and managers to meet the daily challenges of managing a business, while addressing the challenges of individual managers. He earned both his bachelor's degree in H.R. management and his master's degree in organizational leadership from Geneva College. The H.R. expertise, strategic planning skills, and roll-up-your-sleeves attitude Scott possesses are tailor made for the restoration industry.



**Mickey Lee, WLS, CSDS** has over 30 years of experience in operations, management, training, consulting, and writing services in the fields of property damage restoration, psychometrics, drying science, mold remediation, and structural drying. He helped develop and now serves as the committee chair for the IICRC's Commercial Drying Specialist certification as well as the S500 Standard for Professional Water Damage Restoration. He is a well-known writer, speaker, and instructor throughout the restoration industry, including articles in *Cleaning & Restoration Magazine* and presentations at the RIA Convention. Previously, Mickey was the National Technical Manager and later the Vice-President of Global Technology & Sustainability for an international air treatment and damage restoration company. Mickey earned his bachelor's degree in business administration from Texas A&M.