

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 a consultant, facilitator, and author whose mission is to inspire a passion for excellence in the areas of project management and leadership. His thirty-five years of real-world business experience, combined with his humor and facilitation skills, creates a dynamic learning environment. His expertise and advice has earned him the respect of clients, such as Diebold, Timken, General Electric, Toyota Motor Manufacturing, Sherwin-Williams, Federal Express, and The Cleveland Clinic. He is the author of "Pursuing Project Excellence: Six Ideas to Improve Your Projects" and is certified as a Project Management Professional (PMP) by the Project Management Institute. Bob earned a bachelor's degree in welding engineering from The Ohio State University.



Kristy Frieden is a specialist in executive and team coaching, training, and facilitation. She has worked with a variety of organizations and industries including healthcare, higher education, manufacturing and technology. She has extensive facilitator training with GE Healthcare Solutions, 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, engages and motivates clients to focus on their strengths while achieving success. She recently obtained the Developing Leadership through Emotional Intelligence Certificate from Case Western Reserve University's Weatherhead School of Management. She is a member of The Association for Talent Development, the International Coaching Federation, and National Speakers Association. She earned an MS in Rehabilitation Counseling from West Virginia University and a BS in Therapeutic Recreation from Slippery Rock University of Pennsylvania.



Jack Shanks has more than thirty 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 twenty years. Shanks is the author of *Yes, Data Processing Projects Can Be Successful* and nationally published articles on project management and user interface.

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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 subcontractor 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 fifteen 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.



Mickey Lee, WLS, CSDS has over thirty 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.

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Steve Toburen spent over twenty 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, at the age of 38, Steve sold his company and retired from full time business. He then spent thirteen years in the Dominican Republic with his family working as full time, unpaid volunteers and continues in this volunteer work today. 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.

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 program 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 thirty-two 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.