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Goals

- ❖ To continually advance my skills in order to provide every customer with the highest quality workmanship and superior professionalism.
- ❖ To approach every job and customer with the honesty and respect that they deserve.

Work History

- 2007 - Present** **Kehne's Hagerstown location Manager**
Customer service and installation manager both locations
- 2006 - Present** **Kehne's Customer service manager and store Assistant Manager**
Working close with store manager
- 2007 - Present** **Manager Hagerstown Kehne's**
- 1995 - Present** **Kehne's Carpet One of Frederick, Maryland**
Quality Control Technician/Sales Associate
- Responsible for inspections of all flooring products, as well as the workmanship of all installations
 - Accountable for all flooring claims from customers
 - In charge of all product claims and receipt of proper reimbursement from the mills
 - Responsible for all flooring repairs and any problems the installers are unable to correct
 - Responsible for the installation of any woven goods or custom work sold by Kehne's
 - In charge of holding monthly installers meetings in order to hand out installation rewards
 - Responsible for conducting monthly meetings with store sales staff to address installation issues
 - In charge of hiring all installation personnel
 - Average yearly retail sales of \$300,000

1978 - 1995

Quality Carpets and Installations

Business Owner/Commercial, Residential and Governmental Subcontractor

- Responsible for installation work of three employees
- Contracted work through Carpets Inc until the company was sold in 1981
- Contracted work through multiple design firms from 1981 through 1995
- Provided commercial installation work for the Holiday Inn Corporate office, specializing in custom work with inserts and borders
- Provided installation for government agencies to include Ft. Ritchie, Maryland; Ft. Detrick, Maryland; Aberdeen, Maryland; Ft. Belvarie, Virginia and Site R, Maryland
- Hired by four United States Presidents between the years 1975 and 2004 to provide flooring for the Camp David presidential retreat
- Began contracting work through Kehne's Carpet One of Frederick, Maryland in 1989, while continuing with commercial installation

1972 – 1977

Carpets Inc. of Hagerstown, Maryland

- Responsible for installing residential and Commercial flooring of all kinds and cleaning of wall to wall and woven custom rugs along with custom drape's installation.

Education, Certifications, Training & Accomplishments

1972	Apprenticeship with Carpets Inc., Hagerstown, Maryland
1975 - Present	Hired by Presidents Reagan, George H. W. Bush, Clinton and George W. Bush to provide flooring installation at Camp David
1976	Armstrong Certified week long course - residential
1987	Completed week long Armstrong installation course - commercial
1990	Carpet One Master Installer Certification
1995	Armstrong color, design and sales training
1995 - 2004	Attended annual Carpet One University Sales Camp
1997	Karastan Certified
1999	Certified Floorcovering Installers (CFI) R I & II and C I & II Certification
1999	Pergo Endorsed Installer
1999	Junker's Hardwood installer
2000	Armstrong Laminate Certified
2000	Bigelow Certified Installer
2001	Competed in World Floor Covering Assn. installation contest
2001	Member of Maryland Floor Covering Association
2001	Attended Sheppard Management Training
2001	Shaw Industries Certified Master Installer/Trainer
2001	Won the WFCANortheast Region installation contest

2002 Competed in WFCANational installation finals in Las Vegas, NV
2002 Bigelow Five Diamond Installer
2002 Attended David Hunt’s “Woven” seminars
2002 Attended WFCAN Leadership Conference
2002 Received CFI Charles Gress Award for unselfish promoting and quality floor covering installations
2002 Won the WFCANortheast Region installation contest
2002 CFI Master II Certifications
2002 - 2003 Attended WFCAN & CFI Leadership Conference
2003 Won 3rd place in W.F.C.A. National installation finals in Las Vegas
2003 CFI Pattern Matching Technician
2003 Voted “Person of the Year” by the Maryland/Northern Virginia Flooring Association
2003 - Present Orcon trainer
2004 Completed CFI carpet inspection course
2004 Mohawk Factory Trained Installer
2004 Ardex two day training seminar
2004 Customer Service Training – Frederick Community College
2004 Memory Training – Frederick Community College
2004 Communication Skills and Sales Training – Frederick Community College
2005 Armstrong Residential certified installer (new ACIP program)
2005 WFCAN Leadership Conference.
2005 Speaker for Carpet One at the summer convention
2006 Armstrong Hardwood certified installer
2006 Sinch seaming system certified and trainer
2007 3 day Dal-Tile ceramic course
2007 Dura Ceramic training
2007 Beaulieu of America level 2 certified installer
2007 WFCAN Leadership Conference
2008 Speaker at Carpet One winter convention
2008 Building Bridges, Not Walls Workshop
2008 WFCAN/CFI Leadership Conference
2008 Schluter Systems 3 day training
2009 NWFA / CFI Finished Hardwood Installation certified
2009 NWFA Certified sales counselor
2009 Member Stanford Who's Who
2009 Shaw Industries commercial installation certified
2009 Carpet One Advanced Product training

Professional Organizations

2001	Voted President-elect of the Delmarva Chapter of CFI
2002	Nominated to the Maryland Floor Covering Association Board
2002 - Present	President of the Delmarva Chapter of CFI
2003 - Present	Maryland/Northern Virginia Flooring Association Co-Educational Director
2003 - 2006	Served on the CFI National Board of Directors
2005	Maryland/Northern Virginia Flooring Association Vice President
2005 thru 2008	Member of Carpet one training council
2006 - Present	CFI Chapter Committee chairman
2007 - Present	Helping design CCA Global apprentice installer Program (backed by Dept of Labor)
2007 and 2008	Maryland/Northern VA Floorcovering Association President
2009 - Present	CFI National Board of Directors

Volunteer Work

1999 - Present	Student Career Center <ul style="list-style-type: none">▪ Provide flooring installation training to a group of students interested in the flooring industry
1999 - Present	CFI & Maryland/Northern Virginia Floor Covering Assn. <ul style="list-style-type: none">▪ Conduct direct training meetings and Seminars for CFI, Maryland/Northern Virginia Floor Covering Assn., Carpet One and other flooring companies and organizations.
Ongoing	Various Non-Profit Organizations <ul style="list-style-type: none">▪ Donate labor and services to churches, schools, charities and many others