

## Curriculum Vitae

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### Educational Background

Bachelor of Arts, Psychology  
California State University, Sacramento  
Sacramento, California

Thirty post-graduate units  
Master's degree counseling program  
California State University, Sacramento  
Sacramento, California

### Professional Experience

Thirty-seven years experience in cleaning, restoration, floor covering sales and installation, field and project management, and fire and water damage appraisals. Professional consulting as a textile inspector, fire and water damage restoration consultant, appraiser, arbitrator, umpire, and expert witness for insurance companies, public entities, individuals, businesses, attorneys, and the California State Department of Consumer Affairs. Qualified by the Superior Court and Federal Court, Sacramento, California, as an expert in personal property appraisal, cleaning, restoration and remediation.

Social Worker, Sacramento County 1967 – 1973.

Owner/operator, Magic Carpet Cleaners, a carpet and upholstery cleaning company operated while attending graduate school 1970 – 1974.. Attained "Certified Cleaning Technician" for carpet and upholstery, and "Journeyman Technician", through the Institute of Inspection, Cleaning and Restoration Certification (IICRC), Inc., 1972.

President, Steamatic Cleaners of Sacramento, Inc., 1974 forward, an independently owned franchise of Steamatic, Inc., of Grand Prairie, Texas, specializing in fire and water damage restoration, interior environmental services, odor removal, corrosion control of electronic and mechanical equipment, document and media restoration and recovery, furniture restoration, bioremediation, hazardous material assessment and damage and value appraisals for all types of property.

"Certified Textile Inspector", IICRC from 1972 to 1993, supplying manufacturers, distributors, retail stores, dealers, and consumers with inspections and professional opinions on textile problems. Served as an expert witness in arbitration and judicial hearings. Over 1400 certified textile inspections were performed between 1972 and 1993. "Certified Restorer", National Institute of

Disaster Restoration (NIDR) since 1989; qualified by extensive industry experience, classroom study, formal examination, thesis, code of ethics screening and board interview. This is currently the highest attainable certification available to contractors and appraisers in the field of fire and water damage restoration. Over 375 inspections, investigations, and reports as a Certified Restorer have been performed to date.

Certified, California Unfair Claims Settlement Practices Regulations, January, 1993.

Certified 29 CFR 1910.120, "Hazardous Material Responder Technician", Level I, July, 1993.

Continuing Education Provider, #C0743, Department of Insurance, State of California, provides CE Credits for Agents and Adjusters (1995), Course #CFX04875, "Fire, Water and Environmental Damage: Mitigating the Loss." Instructional classes/demonstrations for insurance industry personnel regarding current and on-going developments in the field of fire, water and environmental damage restoration. Over 450 agents, adjusters and risk managers have received CE credits and general education in these programs to date.

California General Contractor License #B697339, September, 1994. Additional specialty license, C61/D64, Air Duct Cleaning, May, 1995.

Qualified, Superior Court, Sacramento, California, as an Expert Property Appraiser and Cleaning and Restoration Contractor, July, 1997. Qualified, Federal Court, Sacramento, California, as an Expert Witness, Remediation Contractor, September, 2000.

Microbial Remediation Technician Training, May, 1998.

Continuing Education Credits – Advanced Restorative Drying Seminar, Restorative Drying Symposium, August 2000. Water Loss Institute, "Mitigation, Restoration, Remediation and the Rules of Containment," October 2000. EPA Course, Asthma and Allergen Control, University of Tulsa, January 2001. IAQ 2001, Moisture, Microbes and Health Effects: Indoor Air Quality and Moisture in Buildings, November 2001. The Education Summit: Solutions, ASCR, February, 2002, March 2003, September 2004, March 2005. State of the Art: Environmental, Insurance and Restoration Issues, May, 2002. Solutions Conventions, ASCR, March 2005, Attendee and Speaker, "Diversification or Specialization – Which Way To Go". ASCR Environmental & Restoration Conference, Denver, 2006. Restoration Industry Association (formerly ASCR) Fall Conference, Garden Grove, California, October 2007. Restoration Industry Association ("RIA") 63<sup>rd</sup> Convention & Exhibition, Grape Vine, Texas, March 2008, RIA Leadership Summit, May, 2008. RIA Fall Conference, Baltimore, Maryland, November 2008. ANSI/IICRC S520 Workshop, January 2009, Review August, 2008 new standard of care document. RIA 64<sup>th</sup> Annual Convention & Exhibition, March, 2009, Speaker: "Professional Conduct within the Restoration Industry: What Does It Really Mean? Elected to Board of Directors, RIA, January, 2009.

Presents educational and information programs for national and regional conventions of franchise organizations, industry associations, home builders, property managers and large commercial builders and developers.

References available upon request.