



## **Joshua Wallace, Executive Vice President**

Josh has been involved in the construction industry for over 14 years in both the Rocky Mountain and Midwest regions. His professional knowledge has been attained through production experience, warranty and service administration, negotiation and resolution of escalated disputes, management of structural repairs, construction defect litigation and real-time, on-the-job training. Through his diverse experiences, Josh has had the privilege of working with a multitude of property owners and organizations through challenging, and often unanticipated, situations. Josh's high regard for customer concerns and interests is evident through his professional and honest business approach.

### **PROFESSIONAL EXPERTISE**

Commercial and Residential Mitigation/Reconstruction  
Structural Damage Identification and Repair Methodologies  
Management and Leadership Development  
Process Evaluation and Improvement Strategies  
Hail Damage Inspection and Assessment

Project Management  
Estimate Preparation  
Construction Defect  
Value Engineering

### **PROFESSIONAL EXPERIENCE**

#### **Kinetic Restoration**

##### **Executive Vice President/Principal**

- Responsible for the successful sales, estimating, budgeting and operation of the premier restoration company in Colorado.
- Responsible for delivering and maintaining the company culture and vision unique to Kinetic Restoration

#### **Professional Restoration, Inc.**

##### **Project Director**

- Catered to the needs of customers in events such as property loss recovery, insurance restoration and reconstruction, general contracting and capital improvements.

#### **BluSky Restoration Contractors, Inc.**

##### **Project Director**

- Focused on property loss recovery, insurance restoration and reconstruction, general contracting, capital improvements and construction defect renovations.
- As Director of Sales Josh focused on developing partnerships with clients and training and mentoring a team of Sales Professionals for a rapidly growing company.



## **Lennar Corporation – Colorado Division**

### **Director of Customer Care**

- Led a team of up to 53 Customer Care Representatives
- Managed the financial operations of the departments \$20M budget and driving excellence in customer satisfaction.
- In an 18 month period, the team earned JD Power & Associates overall satisfaction ratings placing Colorado among the top three Lennar divisions nationwide.
- Responsible for fostering a disciplined business approach through process improvement - reducing service requests over 90%, monthly spending over 80% and litigation and escalated service matters over 75% in a 3 year timeframe.
- Successfully negotiated settlements and repair implementation plans for both multifamily and single family residences under CDARA's (Colorado's Construction Defect Action Reform Act) Notice of Claim provision. Responsibilities included coordinating efforts among attorneys, engineers, industrial hygienists, trade professionals and municipalities to ensure project compliance and homeowner satisfaction.

## **Pulte Homes of Greater Kansas City**

### **Vice President of Customer Relations**

- Serving as the primary liaison for the division both locally and nationally.
- Led a team of 12 Customer Relations Managers and achieved short-term and long-term customer satisfaction ratings among the top three Pulte divisions nationwide.
- Drove the division's efforts in the management of Homeowner Associations.
- Served on the Board of Directors for 7 communities and worked closely with homeowners and their management firm – facilitating meetings with up to 100 participants, ensuring compliance to guidelines and implementing policies and standards.
- Successfully coordinated a year long, \$20M team project inclusive of land development, marketing, pre-sales, model home completion and grand opening of a multi-product, 735 lot residential community.

## **Pulte Home Corporation – Denver, Colorado**

### **General Manager of Customer Relations**

- Responsible for all aspects of the department's field operations. Diligent focus on restructuring, training and developing a world-class team to drive excellence in customer satisfaction.
- Drove implementation of both national and local department initiatives. Other roles included Construction Superintendent, Customer Relations Manager and Coordinator.

### **PROFESSIONAL TRAINING**

Institute of Inspection, Cleaning and Restoration Contractors (IICRC) – Water Damage Restoration Installation Masters Training and Certification Program – Certified Installer Level RLC-1

### **EDUCATION**

Bachelor of Arts - Theology, University of Evansville, May 1997