

# Complete

GENERAL CONTRACTORS, INC.

FL CGC #061674 FL COA #33037

FORENSIC ENGINEERS

INSURANCE CLAIMS APPRAISERS

BUILDING CONSULTANTS

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John Minor is the president of Complete General Contractors, Inc. Complete is a licensed general contracting and forensic engineering firm with a team of experts in multiple disciplines serving select property owners, insurance companies and municipalities across the south east and the islands.

Mr. Minor is a general contractor and insurance appraiser with more than 20 years of commercial and residential large loss experience. Complete has worked as hard construction commercial and residential contractors, appraisers, expert witnesses and diagnosticians. We have trial experience in hurricane, land use and construction defect cases and teach the job within our industry. We provide large scale assessment services and utilize drones and thermal imaging in many of our reviews. In addition to the study of the loss after the event John Minor has attended as a researcher many of the landfalling hurricanes to hit the U.S. since 2008. Johns' work is with the Florida Coastal Monitoring Program along with his independent research of the effects of hurricanes on the built environment.

## LICENSURE

### Florida - Certified General Contractor #061674 : Licensure Date : 2000

The Florida Dept of Business & Professional Regulation regulates state contractors in the State of Florida; a certified General Contractors in under Division I. Qualifying exams in Division I have three parts: Business and Finance, Contract Administration and Project Management. To become a licensed certified contractor, an applicant must pass all parts of the exam, meet education/experience requirements, obtain worker's compensation coverage and demonstrate financial responsibility. Continuing education is required for compliance; every two years, a certified general contractor must complete 40 hours of continuing education and file with the State of Florida in order to maintain licensing.



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## North Carolina - General Contractor - Unlimited Bldg #42065 : Licensure Date : 1998

Licensed for industrial, commercial and residential projects; unlimited as to the type or size of any one project. Pursuant to the guidelines of the North Carolina Licensing Board, a “general contractor” is any person, firm or corporation that pursues to construct, superintend or manage on behalf of a non-licensed entity the construction of any project where the cost of the undertaking is \$30,000 or more. Licensing is for a period of one year; all licensed contractors must meet eligibility requirements and file with the State of North Carolina annually.



## South Carolina - General Contractor - Bldg #G113511 : Licensure Date : 2002

Licensed for commercial and residential projects. Licensing in the State of South Carolina is regulated by the South Carolina’s Contractor’s Licensing Board under the Dept of Labor, Licensing and Regulation. Annual filings are required by the state for continuance of compliance; renewal periods are for a period of one year.

## CERTIFICATIONS

**Umpire Certification:** The WIND Umpire Certification program is the first curriculum devoted to training professionals who serve as Umpire in property insurance appraisals. It was developed in 2003 by a group of attorneys, adjusters and consultants, and seeks to enhance the professionalism of those offering Umpire services. The program, which offers both a WIND Umpire Certification program and an Umpire Advanced Training/Recertification class, is also a valuable tool for those wanting to further their understanding of the insurance appraisal process. Both classes have been taught to hundreds of professionals since the first class in 2003.



**Umpire Certification:** – Department of Insurance Commonwealth of Puerto Rico – John was certified by a joint class presented by the College De CPA the Department of Insurance and the IAUA. This class in 2019 was the first of such classes undertaken by the Commonwealth after the adoption of appraisal following Hurricane Maria.

**Certified Floodplain Manager:** The Association of State Floodplain Managers has established a national program for professional certification of floodplain managers. The program recognizes continuing education and professional development that enhance the knowledge and performance of local, state, federal and private-sector floodplain managers.



The role of the nation's floodplain managers is expanding due to increases in disaster losses, the emphasis being placed upon mitigation to alleviate the cycle of damage-rebuild-damage, and a recognized need for professionals to adequately address these issues. This certification program will lay the foundation for ensuring that highly qualified individuals are available to meet the challenge of breaking the damage cycle and stopping its negative drain on the nation's human, financial, and natural resources.

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**HazMat Certified OSHA Hazwoper:** In compliance with OSHA 29 CFR 1910.120 regulations, (40-hour HAZWOPER regulations) this training is required for individuals who plan to work in an area that is defined as a HAZWOPER Work Site. Upon successful completion of the course, students will receive a certificate of completion accepted by regulatory agencies. Students must complete a minimum of 40 hours of study time in order to satisfy part of the 40-hour HAZWOPER certification requirement. The 40 Hour HAZWOPER Course is taken online. As with any training (classroom or online) the employer is required by regulations to train the employee(s) on performance-based standards for any applicable equipment. This is a site-specific requirement and typically cannot be achieved in a regular public seminar or open enrollment class where training on a respirator(s) or PPE in general does not meet the site-specific regulatory requirement.



**U.S. TSA Transportation Worker Identification Card (TWIC):** TWIC is a common identification credential for all personnel requiring unescorted access to secure areas of MTSA regulated facilities and vessels, and all mariners holding Coast Guard-issued credentials. Individuals who meet TWIC eligibility requirements will be issued a tamper-resistant credential containing the worker's biometric (fingerprint template) to allow for a positive link between the card and the individual. (homeport.uscg.mil)



**Thermographer FLIR B2 Building Diagnostics:** Infrared thermology involving infrared thermography; allows one to instantly visualize and verify thermal performance. It is used in forensic building science to solve moisture intrusion problems involving brick, stone veneer, synthetic stone and EIFS. Certification encompasses the knowledge of a building envelope, the science behind an inspection, techniques for inspection and verification of findings.



**New York State Department of Financial Services:** Approved Continuing Education Instructor by the New York State Department of Financial Services

**FAA sUAS Remote Pilot:** Federal Aviation Administration small unmanned aircraft system license #4177033

## EXPERIENCE

**11/1997 – Present**

***Complete General Contractors, Inc. - Pensacola, FL***

***Complete, Inc. – Wilmington, NC***

John Minor is the president of Complete General Contractors, Inc. licensed in North and South Carolina as a general contracting and engineering firm with a team of experts in multiple disciplines. Mr. Minor is a general contractor and insurance appraiser with more than 20 years of commercial and residential large loss property claims and forensic experience. Complete has worked as a hard construction commercial, residential, industrial contractors throughout the southeast. We have trial experience in hurricane, land use and construction defect cases and teach the job within our industry. Our expert work on Shaw V Arcadia is the case law for the understanding of structural damage in regard to The New Home Buyers Warranty Act of La. Complete maintains licensure as a general contractor and is available for select construction projects but our focus is on forensic work primarily.

Complete has provided for the successful restoration of commercial, residential and industrial properties first in Wrightsville Beach N.C. and then returning to Pensacola, FL in 2004. Our work includes fire, wind, water, mold and mildew remediation unique challenges of a restoration contractor. The company has also been tapped by The NC League of Municipalities where we restored the town of Plymouth North Carolina following Hurricane Isabel. These types of assignments require multiple specialties and a specialty working within FEMA regulations.

Complete engaged in custom building at the beaches including most notably Bald Head Island, Figure 8, Wrightsville beach and the Landfall community of Wilmington, NC. Our work there was primarily high-end condominium or custom residential roof, window or siding replacement plus applicable interior finishes. Many of these more premium residences had steep tile, slate or metal roofs, synthetic stucco, cedar lap or shingle siding or brick exteriors and in many occasions water damaged structural damages in the stud walls. Our job was to document the damages provide for the repairs and illustrate the construction defects uncovered during our work assigning responsibility based on code, contract and licensure.

John Minor has been featured as an expert on mitigation on the DIY channel, worked with FEMA building sciences @ the IIBHS facility and the University of Florida and Florida State University Stormrisk.org on a variety of research projects over the last decade. John teaches classes on mold and mildew remediation, hurricane claims the 50 % rule, construction defect and land use to a variety of clients thru Lorman Educational Services, The National Hurricane Conference, The Windstorm Conference and others. These classes are offered to attorneys, adjusters and construction industry professionals, providing CEU credits throughout the country.

**1/1997 – 11/1997**

***J.A.V. Inc. Builders - Wilmington, NC***

Mr. Minor was an associate with this Wilmington general contractor and brought the roofing division to the joint venture; this firm was active in restoration work associated with the effects of Hurricane Fran and EIFS replacement. John was the estimator and project manager for the restoration of Pembroke At Landfall following Hurricane Fran damage and construction defect.

**10/1996 – 11/1997**

***Robert Lowery Roofing - Wilmington, NC***

John Minor served as the general manager for the roof restoration of hundreds of structures for this industrial, commercial and residential roofing company. Robert Lowery Roofing was a certified installer with several commercial roofing product manufacturers, and we had both rubber and hot mop in house crews. RLR had been John Minor's sub while at PDS and was happy to move with this fine company to help restore properties damaged by Hurricane Bertha & Fran in and around Wrightsville Beach. John provided the hands-on roof by roof sales, management and quality control on all of the projects taken on by this commercial roofing company.

**11/1995 – 9/1996**

***Paul Davis Systems - Pensacola, FL***

**PAULDAVIS**

Mr. Minor enjoyed employment as an associate with Paul Davis Systems working for Bill McBride of Pensacola Florida in the insurance restoration industry. John attended the corporate school at the home office

in Jacksonville, Florida and was trained by the corporate staff of Paul Davis Systems; following this, he achieved a top sales classification.

PDS was the direct repair provider for a number of major insurance companies. While employed in Pensacola, the office was recognized as Rookie Franchise of the Year. John managed the restoration of many of his neighbors and friends' homes in this time of recovery after Hurricane Opal on the Panhandle of Florida.

### **1/1993 – 10/1995**

#### ***Home Services Alliance - Tampa, FL***

Home Services Alliance is a national franchiser of a home improvement referral service. John worked with the corporate office in national accounts; his responsibilities included: job management, subcontractor hiring and screening, sales, quality control and homeowner liaison.

### **1/1985 – 1/1993**

#### ***Gulf Breeze Appliance- Gulf Breeze, FL***

Worked as a technician for this family owned business. Gulf Breeze Appliance a licensed plumbing and HVAC contractor specialized in the repair and service of damaged HVAC, electrical, and plumbing systems in residential and commercial building throughout Gulf Breeze and Pensacola Beach since 1971. John's father Art Minor was a well-known and respected repairman serving the small community of Gulf Breeze for many years.

## **TRADE INVOLVEMENT & PROFESSIONAL TRAINING**

**2018 Hurricane Florence Deployment – FCMP Florida Coastal Monitoring Program – Dr Forrest Masters – Team Lead** – The FCMP is charged with setting up hurricane weather recording equipment in advance of landfalling tropical systems. The FCMP is a primary partner in the Digital Hurricane Symposium that shared data collected by the team with others in academia and industry. Weather stations were set up across eastern North Carolina from the Cape Fear to Burgaw N.C. Our team set up in Hampstead N.C.

**2017 Hurricane Irma Deployment – FCMP Florida Coastal Monitoring Program – Dr Forrest Masters University of Florida – Team Lead** – The FCMP is charged with setting up hurricane weather recording equipment in advance of landfalling tropical systems. Weather stations were set up across south west Florida including Ft. Myers & just off Marco Island.

**2017 : So My Wind Claim is in a Flood Zone, What's Next? - Study of the 50% Rule** Windstorm Insurance - John G Minor CGC, CFM Dave Compton PE, CGC, CFM This is a review of the 50% rule under the ICC enforced when a building is damaged more than 50% of its appraised value, located in a SFHA special flood hazard area and not elevated compliant with the local BFE base flood elevation requirement

**2017 : Hurricane Harvey – FCMP Florida Coastal Monitoring Program** - The FCMP is charged with setting up hurricane weather recording equipment in advance of landfalling tropical systems. Weather stations were set up across south Texas including Port Lavaca and the Port Aransas airport. We provided real time weather data to the nation as the storm came ashore.

**2016 Hurricane Matthew Deployment – FCMP Florida Coastal Monitoring Program – Dr Forrest**

**Masters – Team Lead** – The FCMP is charged with setting up hurricane weather recording equipment in advance of landfalling tropical systems. Weather stations were set up from south Florida all the way up to Savannah Ga and South Carolina in this ever changing storm.

**2012 : Hazardous Waste Operations and Emergency Response Certification – Course 1001 NET, Inc.**  
Completed and passed the exam for HAZWOPER 8-hour refresher course as required by Title 29 CFR 1910.120; this training is required for individuals who plan to work in an area that is defined as a HAZWOPER Work Site

**2012 : Oversight Committee Member ~ Southeast Region Research Initiative [SERRI]**

John Minor CGC was lead damage assessor providing scope and cost determinations to the committee in the SERRI Project No. 90100 : Residential Roof Covering Investigation of Wind Resistance of Asphalt Shingles spring meeting held at the Insurance Institute for Business & Home Safety Research Center (IBHS) in Richburg, South Carolina. The program consisted of a tour of the newly developed IBHS research facility, followed by panel discussions regarding Full-Scale Testing and the future work of the committee, which was led by Dr. Forrest Master of the University of Florida. Continued development of Project No. 90100 will expand throughout the year as research and development continues. The project tested shingle installations on a dozen roofs of different geometry with hurricane force winds applied in the tunnel. The subject roofs were then inspected and John made the call as to what repairs would be necessary if it was possible and the costs of same.

**2012 – On Air Mitigation Expert – Last House Standing ~ DIY Network®**

The Do It Yourself Network filmed a show based on experiences shared by experts in the mitigation of potential damages to individual's homes caused by high winds or other natural disasters. John Minor was selected to participate and educate the television audience on the effects of high winds and its impact on residential housing. An Brandon home was upgraded with hurricane preventive components and filming was provided by the DIY network. The case study was of a Brandon Florida residence. The team at Complete installed shutters, gable end blocking and provided garage door hardening

**2012 : WIND Umpire Advanced Training** – The WIND Umpire Advanced Training/Recertification Program was introduced at the 2008 Windstorm Insurance Network Conference. This class was an interactive learning program implementing real-life scenarios to promote discussion of the duties and responsibilities of Umpires. Common issues and problems that often arise during an appraisal were addressed, as well as, effective methods and techniques to facilitate an appraisal from beginning to conclusion. The class also includes an in-depth discussion on the ethical considerations and changes in case law impacting the appraisal process.

**2012 : Hurricane Isaac – FCMP Florida Coastal Monitoring Program** - The FCMP is charged with setting up hurricane weather recording equipment in advance of landfalling tropical systems. The FCMP is a primary partner in the Digital Hurricane that shared data collected by the team with others in academia and industry. Weather stations were set up throughout southern Louisiana.

**2010 – 2014: Oversight Committee Member ~ Southeast Region Research Initiative [SERRI]**

A groundbreaking program sponsored by the University of Florida and the Oak Ridge National Laboratory that studies and tests the functionality of building products and their sustainability to extreme weather conditions. This ongoing research program involves regular meetings of the panel

**SERRI Research Plan #5 : Mechanical Uplift Resistance of Class H 3-Tab Asphalt Shingles Exposed to Heat, Ultraviolet Light and Water Spray** - The goal of this investigation is to evaluate the effect of the combined effects of heat, sunlight, and rain on the uplift resistance of asphalt shingle tabs self-seals. Similar to ERP #1, this experiment's test specimens are ASTM D7158 Class H three-tab asphalt shingles constructed following ASTM D6381 Procedures A and B.

**SERRI Research Plan #6 : Survey of Existing Asphalt Shingle Roofs for Unsealed Shingles** - The University of Florida will be investigating the vulnerability of unsealed asphalt shingles to wind damage using a two-phase approach: [1] Characterize the presence of unsealed self-sealed three-tab and laminated asphalt shingles on existing roofs; and [2] Assess the vulnerability of wind damage for the unsealed conditions observed in Phase 1 through wind simulation performance tests at the University of Florida Gainesville using the Dynamic Flow Simulator (DFS).

**SERRI Project No. 90100 : Residential Roof Covering Investigation of Wind Resistance of Asphalt Shingles** - Forrest J. Masters, David O. Prevatt, Kurtis R. Gurley, Craig R. Dixon, Dany Romero Assistant Professor, Associate Professor, Graduate Research Assistant, Department of Civil and Coastal Engineering, University of Florida. The objective of this experiment was to quantify the effects of heat exposure on the wind uplift resistance of lightweight three-tab fiberglass asphalt shingles. For comparison, samples will be placed outdoors for natural aging for up to 5 years.

**2011 : Attendee ~ RCI, Inc. Rooftop Quality Assurance** – This two day course provides professionals interested in observation to help assure roof installation is consistent with construction documents. Instructors cover fundamentals of quality assurance, component assembly and quality practice guidelines for a variety of roofing systems, including the role of the roof observer, construction contract documents, daily reports, low slope roofing, spray applied foam, steep slope roofing, ethics and codes.

**2011 : Exhibitor/Instructor ~ National Hurricane Conference** – Atlanta, Georgia  
Gauging a Community's Infrastructure Vulnerability – John Minor CGC & Bill Bracken PE This class was taught to leaders of municipalities throughout the US. The class centered on an understanding of wind speeds, flood plain requirements and the effect of severe weather on existing building stock

**2011 : Attendee ~ FEMA L273 Managing Floodplain Development through the NFIP : Certified Floodplain Management Exam FEMA L273.** This was a four-day class administered by the Mississippi Emergency Management Agency [MEMA] under the guidelines directed by FEMA. The class was designed to provide local Floodplain Managers with the ability to administer effective floodplain management programs in their communities. Course units included:

- Permitting Process
- Substantial Improvement / Substantial Damage
- Flood Insurance
- Legal Issues
- Elevation Certificates
- Solving Floodplain Management Problems

**2010 : WIND Umpire Advanced Training** – The WIND Umpire Advanced Training/Recertification Program was introduced at the 2008 Windstorm Insurance Network Conference. This four-hour class provided an

interactive learning experience. Real-life scenarios are utilized to promote discussion of the duties and responsibilities of the umpire. Common issues and problems that often arise during an appraisal are addressed, as well as, effective methods and techniques to facilitate an appraisal from beginning to conclusion. The class also includes a discussion of ethical considerations and changes in case law impacting the appraisal process.

**2010 : Instructor ~ Stormwater Regulation and Best Practices** for Lorman Education Services; this seminar was held in New Orleans, Louisiana; the workshop consisted of an in-depth study on stormwater management practices.

**2010 : Instructor – Florida State University Florida Catastrophic Storm Risk Management Center** presented by the College of Business of FSU in Orlando, Florida. Lectured with the director of the FCSRMC, Mr. Patrick Maroney, and Mr. Bill Bracken PE. The class, entitled WIND V SURGE and subtitled *Oil and Water Don't Mix*, focused on the effects of Wind v Surge and the then current oil spill disaster in the Gulf.

**2010 : National Environmental Trainers, Inc. - 29 CFR 1910.120 OSHA Hazwoper Certification** In compliance with OSHA 29 CFR 1910.120 regulations, (40-hour HAZWOPER regulations) this training is required for individuals who plan to work in an area that is defined as a HAZWOPER Work Site. Upon successful completion of the course, students will receive a certificate of completion accepted by regulatory agencies. Students must complete a minimum of 40 hours of study time in order to satisfy part of the 40-hour HAZWOPER certification requirement. The 40 Hour HAZWOPER Course is taken online. As with any training (classroom or online) the employer is required by regulations to train the employee(s) on performance-based standards for any applicable equipment.

**2010 : RCI, Inc. Roofing Technology & Science II** – This two-day class is the second course of the two part series covering aspects of the technology and the science of roofing in detail. Highlights of the program include: fundamentals of single-ply, polyurethane foam and PMR roof systems; basic concepts of and terminology of metal roofing; steep roof design and installation of asphalt shingles, tiles, wood shakes & shingles; building codes; fire testing/ratings of roofing; a basic understanding of wind interaction upon roofing and typical wind ratings; and principles of roof asset management, including roof inspections, maintenance and non-destructive evaluations.

**2010 –RCI, Inc. Roofing Technology & Science I** - This two-day course is the first component of a two-part series covering aspects of the technology and science of roofing in detail. It covers the history and evolution of roofing, up to present day common applications. It features terminology and technical information regarding roof decks and structures, roof insulation, bitumen membranes, built-up and modified bitumen membranes and flashing systems. An understanding of heat transfer theory, moisture, thermal design and the calculations of u-factors are also presented.

**2010 – Instructor - Windstorm Conference** in Jacksonville, Florida; the workshop consisted of an in-depth class on Evaluating Storm Losses. The purpose of the presentation was the understanding of costs and scope associates with hurricane losses.

**2009 – Instructor – Florida State University – Stormrisk.org** Orlando, Florida; this conference was presented in conjunction with the School of Business of Florida State University. The conference was led by Dr. Patrick Maloney of FSU and the course taught by John Minor was *Determining Wind and Surge Losses*.



**2009 – Instructor - Windstorm Conference** in Orlando, Florida and Houston, Texas; the workshop focused on the effects of Wind v. Surge on coastal properties. The presentation consists of tools for the inspector or expert to consider when reviewing wind and flood losses. These include weather conditions at the time of the event, indicators of high velocity winds, methods of measuring flood heights still and wave, and application of those damages on a building based on elevation exposure and building construction.

**2009 – Contributor - Digital Hurricane Symposium** at the Louisiana State University campus in Baton Rouge. The conference was hosted by Dr. Forrest Masters, PhD Assistant Professor of Civil and Coastal Engineering at the University of Florida and was supported by the NOAA Hurricane Research Division, as well as other various national organizations. A portion of the program was presented by Ahsan Kareem, a professor of the University of Notre Dame; this presentation focused on VORTEZ, an organization designed to reduce the toll of extreme winds on society

**2008 – WIND Umpire Certification Program** – The four-hour WIND Umpire Certification program class provides the necessary information for anyone who wishes to be included in the WIND Umpire Directory or those wanting to further enhance their professional umpire credentials. The courses focus on ethics and professionalism, process, case law and the “how to” of acting as an umpire, as well as, techniques, forms, awards and more.

**2008 – Participant - University of Florida Fenestration/Wall WDR Intrusion Task Force** under the direction of Forrest Masters, PhD Assistant Professor of Civil and Coastal Engineering at the University of Florida. The task force focuses on the research and development of building components in relation to withstanding the effects of coastal hurricanes.

**2007 – Xactimate Estimating Software Expert Training** – Atlanta, Georgia Estimating software training geared to professionals working in the building and insurance repair industry. Xactware has created the Xactimate Expert Certification Program which ensures that each estimator completing the certification has a well-rounded understanding of the program and of estimating principals. Expert training provides the knowledge and skills that they need to accurately create an estimate in Xactimate. This certification program has rigorous training and testing requirements for each level of certification.

**2006 – Infrared Training Center - Applications of Infrared Thermography for the Inspections of Commercial and Residential Buildings** – Proceedings Volume 7 Inframation 2006 Infrared Camera Conference. Chair: Robert P. Madding

**2000 – Attendee ASCR** – Mold Symposium - Las Vegas, Nevada

**1999 - NC Building Code Council** - Testified for the council on the need for improved and consistent wind codes. My testimony involves a request by parties in the industry to reduce the placement of sill plate bolt son residential construction. I testified in opposition to the effort.

**1996 – Associate - Paul Davis Systems Training School** – Jacksonville, Florida

Paul Davis Restoration invented the category of the Insurance Restoration Contractor. Paul Davis Restoration was the first to use computerized estimating for its insurance restoration work; the company was the first contractor network to introduce line item pricing. And Paul Davis Restoration, most proudly, was the first network to partner with insurance carriers.

Paul Davis Restoration was the first full-service Insurance Restoration Network to have a national presence and the first to offer an integrated electronic solution claim package called E-Services. The company was the first national mitigation organization to offer a Dry in Three days guarantee for water losses by utilizing the latest in technology and drying sciences and was the first to meld restoration and remodeling. The training program of Paul Davis Restoration focuses on all the aspect of the company; it involves a two-week training curriculum and incorporates the use of Xactimate estimating software as part of the educational program.

**1994 - Member - Ybor Development Committee** – Tampa, Florida I was involved in this community group meant to lead the development of the Ybor district.

## Training & Publications

### Design & Construction of Masonry in High Wind Zones

- 2019 : AIA learning 2019 E learning

### So my wind claim is in a flood zone what's next? Study of the 50% Rule

- 2017 : Windstorm Insurance Conference - John G Minor CGC, CFM Dave Compton PE, CGC, CFM

### Concerns for Contractors Facing Delay and Extra Work Claims

- 2014 : Lorman

### Multi-Causation Property Claims Workshop

- 2012 : Presented at the 2012 Florida Windstorm Conference in Orlando, Florida

### Stormwater Regulation and Best Practices

- 2010 : Lorman Education Services® Course 344792

### Coastal Construction – Issues, Codes, Compliances, Costs

- 2010 : Presented at the 2010 *Florida Catastrophic Storm Risk Management Center Seminar for Florida State University School of Business*

### Evaluating Storm Losses

- 2010 : Presented at the 2010 Florida Windstorm Conference in Jacksonville, Florida

### Wind v. Surge

- 2009 : Presented at the 2009 Windstorm Conference in Orlando, Florida & Houston, Texas
- 2009 : Presented at the 2009 WIND Symposium in Houston, Texas

#### Determining Wind and Surge Losses Workshop Publication

- 2009 : Presented at the 2009 Florida Catastrophic Storm Risk Management Center Seminar

#### Water Intrusion Problems

- 2007 : Lorman Education Services® Course 368673

#### John G. Minor & J. Phillip Warren, Esquire “Evaluation and Resolution of Delay and Extra Work Claims in Florida”

- 2007 : Lorman Education Services® Course 372047

#### Residential Construction – Problems and Pitfalls

- 2006 : Lorman Education Services® Course 358429

#### Solving Water Intrusion and Mold Problems

- 2006 : Lorman Education Services® – Web-Based National Audience Course 372709 : 364471

#### Hurricane Insurance Claims

- 2005 : Lorman Education Services® Web-Based National Audience Course 364205

#### What You Really Need To Know About Mold & Your Legal Liabilities In North Carolina

- 2004 : Lorman Education Services® Course 349460

#### The Proper Restoration of Properties Damaged by Water & Resulting Mold

- 2003 – 2005 : Lorman Education Services® Course 319034 : 327772 : 330971 : 33262, 333515 : 347040 : 343156

#### The Proper Restoration of Properties with Mold and Mildew Problems

- 2002 : Lorman Education Services® Course 312226 : 306739 : 315065

*Lorman Education Services, a division of Lorman Business Center, Inc., is an authorized continuing education provider of the International Association of Continuing Education and Training and is registered with the National Association of State Boards of Accountancy; the Florida Board of Professional Regulation; and the AIA Continuing Education System.*

### EDUCATION

Pensacola State College: AA Degree in Business Studies  
University of West Florida

Tallahassee Community College  
University of South Alabama

### PERSONAL AFFILIATIONS

**Pensacola Country Club**, Pensacola, FL – Member

**Cape Fear Sports Association**, Youth Coach Wilmington, NC

U6 Soccer  
Baseball – Coach Pitch

**Gulf Breeze Sports Association**, Gulf Breeze, FL – *13 seasons as a youth sports coach*

U6, Soccer Coach & Sponsor  
U5, Tee Ball Coach & Sponsor  
Mighty Mites – Assistant Coach Dolphins  
Mini Mites – Assistant Coach Dolphins  
Mites – Assistant Coach Dolphins

**Special Olympics** – Volunteer – Tallahassee, Florida

**First Tee of North West Florida** – Corporate Sponsor – Complete has a special place with the First Tee of North West Florida. We have partnered with First Tee to help them grow into their new location in Pensacola Fl. as their first-choice contractors.

### PROFESSIONAL AFFILIATIONS

ASTM International

ICC - International Code Council

ASCE - American Society of Civil Engineers

ASFPM - Association of State Floodplain Managers

Wind Insurance Network – Professional Designation

Pensacola Chamber of Commerce

Panama City Chamber of Commerce

### TRIAL, TESTIMONY, & DEPOSITION VITAE

**2018 Kris and Erin Martin v. Chi-Mar Construction** – Pensacola, Florida

Circuit Court in and for Okaloosa County, Florida Case No. 2017 CA 002680

£ Deposition

**2017 Larry and Paula Matthews v. James Hardie Building Products, Inc.** – Pensacola, Florida

United States District Court Northern District of Florida Case No. 3:16 –cv-00378-MCR-EMT

£ Deposition

**2016 River House Partners, LLC v. Grandbridge Real Estate Capital LLC** – Baton Rouge, LA

United States District Court Middle District of Louisiana Case No. 3:15 – CV-00058

£ Voir Dire Expert Testimony

**2016 Plano Interiors v. Baywatch Condominium Association** – Pensacola, Florida

Circuit Court in and for Escambia County Case No. 2008 CA 002459

£ Deposition

**2016 Sunrise One, LLC et al v Harleystville Ins Co of New York** – Lynbrook, New York

USDC EDNY Docket No. 2:15-cv-00242

£ Deposition

**2016 LEV 2024 v Tower National Insurance Company** – New York, New York

£ Deposition

**2014 United Commerce v. The Travelers Lloyds Insurance Company** – Dallas, Texas

95th Judicial District Court, Dallas County

£ Deposition

**2014 Healthspace Regions Lancaster v. Hanover Lloyds Insurance Co** – Dallas, Texas

193rd Judicial District Court of Dallas County

£ Deposition

**2013 Village Community Owners v. The Village Development Co v. General Masonry of NW Florida** – Pensacola, Florida

First Judicial Circuit in and for Walton County, Florida Case No. 2010-CA-001576

£ Deposition

**2012 Floyd, Grace and Winfred v. Wal-Mart, East Division** – Pensacola, Florida

Northern District Court, Pensacola, Florida Case No. 3:12 CV336

£ Deposition

2012 Arnold A. and Colleen F. Ondis v. State Farm Insurance Co – Pensacola, Florida

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FORENSIC ENGINEERS

INSURANCE CLAIMS APPRAISERS

BUILDING CONSULTANTS

First judicial Court of Santa Rosa County Court Case No. 05-000191-CA

£ Trial

2012 James v. T.O.P. Construction, Inc. – Navarre Beach, Florida

First Judicial District of Florida – Santa Rosa County – Case No. 2008-CA-1751

£ Deposition

2011 HEA v. Allied Property & Casualty Insurance Corporation – Houston, Texas

US District Court - Southern District Court Houston Division Case No. 4:10-cv-01008

£ Deposition

2011 Garrett v. Citizens Property Insurance Corporation - Pensacola, Florida

Circuit Court In and For Santa Rosa County Court - Case No. 2009 CA 001409

£ Deposition

2011 Shaw v. Acadian Builders & Contractors LLC – Gonzales, Louisiana

23rd Judicial District Court : Parish of Ascension – State of Louisiana - Suit 92993

£ Trial

2010 BKS, Inc., et al v. Empire Fire & Marine Insurance et al – Hattiesburg, Mississippi

Civil Action No. C106-0202

£ Trial

2010 Mathis v. Florida Farm Bureau Casualty Insurance Co - Navarre Beach, Florida

District Court of Appeal First District - No. 1D09-1707

£ Trial

2010 Monahan v. Universal Property & Casualty Insurance Company - Pensacola, Florida

First Judicial Court of Santa Rosa County Court - Case No. 2009-1624 CA01-CON-B

£ Deposition

2010 Arnold A. and Colleen F. Ondis v. State Farm Insurance Co - Pensacola, Florida

First Judicial Court of Santa Rosa County Court - Case No. 05-000191-CA

£ Trial & Deposition

**2010 Herrington, Roy and Susan v. Citizens Property Insurance Co - Pensacola, Florida**

Escambia County Court - Case No. 2008-CA-001834

£ Trial & Deposition

**2009 Steve and Margaret Sue Westendorf v. D. R. Horton, Inc. – Perdido Key, Florida**

Escambia County Court - Case No. 2008-CA-001326 : Division A

£ Deposition

**2009 Larry and Donna Becker v. Thomas Insulation/McHenry Electric** – Okaloosa, Florida

First Judicial Circuit Court of Okaloosa County - Case No. 2004 CA 003836 S

£ Deposition

**2009 Broadway Inn Express, LLC v. Coastal Builders, Inc.** – Biloxi, Mississippi

U. S. District Court - Southern District of Mississippi – Case No. 1:08CF193HSO-JMR

£ Deposition

**2009 Playa Sur Properties v. Bodax Foundations, Inc.** – Miami Beach, Florida

11th Judicial Circuit Court Miami-Dade County – Case No. 06 09426 CA 02

£ Deposition

**2009 Pamela J. Pollard v. State Farm Insurance Company** – Pensacola, Florida

Santa Rosa Circuit Court – Case No. 07 000207 CA 01

£ Deposition

**2009 Womack v. King Roofing Service** – Pensacola, Florida

Collier County Circuit Court – Case No. 07 1801 CA

£ Deposition

**2009 Perdido Shores West v. Citizens Property Insurance Company** – Perdido Key, Florida

Escambia County Circuit Court – Case No. 2005 CA 002036

£ Deposition

**2009 Helen Surovek v. Citizens Property Insurance Company** – Ft. Lauderdale, Florida

Broward County Circuit Court – Case No. 06 15985 CA 08

£ Deposition

**2009 Henry & June Kuehn v. State Farm Insurance Company** – Ocean Springs, Mississippi

US District Court : Southern Mississippi – Case No 08CV577-LTS-RHW

£ Deposition & LT Senter voir dire

**2009 Belfor USA. v. Molokia Villas Condominium Association, Inc.** – Perdido Key, Florida

Escambia County Circuit Court - Case No. 2007-CA-000720

£ Formal Mediation

**2009 Joseph Reynes v. Citizens Property Company** – Milton, Florida

Escambia County Circuit Court - Case No. 2005-CA-000214 Division A

£ Trial Testimony

**2009 Norman A. Waite v. Florida Farm Bureau Insurance Company** – Gulf Breeze, Florida

Santa Rosa County Circuit Court - Case No. 06-423-CA

£ Deposition

**2009 Willis F. and Katherine W. Mathis v. Florida Farm Bureau** – Pensacola, Florida

£ Trial Testimony

**2008 Joseph Reynes v. Citizens Property Company** – Pensacola, Florida

Escambia County Circuit Court - Case No. 2005-CA-000214 Division A

£ Deposition

**2008 Stuart and Rebecca Ryan v. Universal Property & Casualty Ins** – Pensacola, Florida

Case No. 05-000575 CA

£ Deposition

**2008 BKS, Inc., et al v. Empire Fire & Marine Insurance Company** – Hattiesburg, Mississippi

Civil Action No. C106-0202

£ Deposition

**2008 Willis F. and Katherine W. Mathis v. Florida Farm Bureau** – Pensacola, Florida

£ Deposition

**2008 International Village Condo Assoc v. Pegasus Companies, Inc.** – Ft. Lauderdale, Florida

American Arbitration Association – Case No. 32 110 Y 0040 07

£ Deposition

**2007 Patterson v. Citizens Property Insurance Company** – Pensacola, Florida

First Judicial Circuit Court : Escambia County – Case No. 2006 CA 000238 DIV-D

£ Deposition

**2007 Archer v. First Protective Insurance Company** – Pensacola, Florida

First Judicial Circuit Court : Escambia County – Case No. 2006 CA 000733 DIV-A

£ Deposition

**2007 Harris v. State Farm** – Bay St. Louis, Mississippi

£ Deposition

**2007 Echezabal v. State Farm** – Pass Christian, Mississippi

U.S. District Court of Mississippi : Southern District – Case No. 1:06cv522

£ Deposition

**2007 Beckham v. State Farm** - Biloxi, Mississippi



U.S. District Court of Mississippi : Southern District – Case No. 1:06cv247

£ Deposition

**2007 Sirockman v. Citizens** - Destin, Florida

Circuit Court : Okaloosa County, Florida – Case No. 2006-CA-00198

£ Deposition

**2007 Harraway v. Cornerstone, Santa Rosa Golf** - Pensacola, Florida

First Judicial Circuit Court : Santa Rosa County, Florida – Case No. 04-337-CA

£ Deposition & Trial

**2007 Robertson & Brown v. Allstate** - Pensacola, Florida

£ Deposition

**2007 Kent Scott v. Tower Hill Insurance** – Pensacola, Florida

Circuit Court : Santa Rosa County, Florida – Case No. 2006-CA-000258

£ Deposition

**2006 The Plaza v. Elmer Cook Construction** – Pensacola, Florida

£ Deposition

**2006 The Chateau De La Mer Homeowners Association v. Certain Underwriters at Lloyds of**

**London** - Gulf Port, Mississippi

£ Deposition

**2005 Selected Property Owners v. Renny’s Creek Mines, Inc.** - New Bern, North Carolina

Superior Court Division : Craven Cty, State of North Carolina – Case 04 CVS 0880

£ Deposition and Trial

**2005 John Urban Architect v. Skeen** - Bald Head Island, North Carolina

£ Deposition and Trial

2004 Himes v. Camina - Bald Head Island, North Carolina

£ Deposition and Mediation

**2003 Dr. Bennett v. Bald Head Island Construction** – Bald Head Island, North Carolina

£ Deposition and Mediation

**2003 Peppertree HOA v. Dallas Harris** - Wilmington, North Carolina

£ Mediation

**2002 Ramm v. Camina** - Bald Head Island, North Carolina

£ Deposition and Mediation

# Complete

GENERAL CONTRACTORS, INC.

FL CGC #061674 FL COA #33037

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FORENSIC ENGINEERS

INSURANCE CLAIMS APPRAISERS

BUILDING CONSULTANTS

**2002 Turnberry at Landfall Selected Homeowners v. Turnberry Associates Cincinnati Insurance**

Wilmington, North Carolina

£ Deposition

**2002 Lowell Building v. Builders Mutual - Wilmington, North Carolina**

£ Deposition

**2001 Ocean Ridge Nursing Home v. Troxell Architects - Southport, North Carolina**

£ AIA Arbitration –

**2001 Turnberry at Landfall Selected Homeowners v. Turnberry Associates & Scottsdale Ins**

Wilmington, North Carolina

£ Mediation

**2000 Injured Party v. Town of Carolina Beach League of Municipalities Wilmington, North**

Carolina Expert for the League Of Municipalities and Carolina Beach

£ Mediation