

Complete

GENERAL CONTRACTORS, INC.

CONSULTING ENGINEERS

FL. CGC #061674

FL. COA #33037

Jimmy St.Romain

Operations Manager : Complete, Inc.

dba Complete General Contractors, Inc.

Florida CGC #061674

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Detail--oriented professional with more than 21 years of residential construction management experience and more than 10 years of Insurance Restoration experience. Additional qualifications include Licensed General Contractor, WIND Certified Umpire, Licensed Home Inspector in Florida and Alabama, and IICRC WRT certified in Water Restoration. Provides the highest level of service helping provide for policy holders, insurance companies, and all others involved with Umpire services, Appraisal services and Alternative Dispute Resolution claims.

PROFESSIONAL EXPERIENCE

Complete General Contractors Inc, Pensacola, FL

2017-Present

- Review your issues and use experience, training, relationships and specialized knowledge to guide his clients through the difficult challenges of property claims.
- Use years of experience to understand what your issues may be and how best to resolve them successfully.
- Knows how to navigate the difficult road from disaster to normalcy, from impasse to agreement
- Organizes and directs multiple inspection teams reviewing multiple properties every day on opposite ends of the state – and beyond.
- Engages with public adjusters, insurance companies, and contractors – in any way necessary to facilitate the successful and fair resolution of each claim

Ellis Home Inspections LLC, Pensacola, FL

2016-2017

- Conducts Home Inspections by assessing and Reporting any defect or inconsistencies with Standards of Practice.
- Abides by the Code of Ethics and substantially follow the InterNACHI Standards of Practice.
- Acts in the interests of the client unless doing so violates a law, statute, or this Code of Ethics.
- Promotes a high standard of professionalism, business ethics and inspection procedures.
- Complies with all government rules and licensing requirements of the jurisdiction where I conduct business.

Rapid Response Team of Florida LLC, Pensacola, FL
Branch Manager/ Project Manager

2015-2016

- Helped establish new Branch location building Vendor and Subcontractor base.
- Managed all phases and types of Insurance losses including Wind, Fire, and Water.
- Hires, trains, motivates and leads a team of restoration technicians
- Ensures employees are trained and comply with all safety measures and standards, company policies and procedures
- Monitor staff performance and address issues according to company policy
- Maintain adequate staffing levels
- Establish and monitor internal inventory controls
- Ensure all employees understand and comply with all company policies and procedures
- Any other duties or special projects as requested by Operations Manager
- Managed job scheduling and job progress from start to finish in an efficient and cost effective manner with a strong focus on quality
- Communicate with homeowners, claims personnel, other internal support staff and management in an efficient and customer focused manner.
- Excellent organizational, decision making and verbal and written communication skills.

Rapid Response Team of Florida LLC, Orlando, FL
Project Manager

May-Nov 2015

- Manage job scheduling and job progress from start to finish in an efficient and cost - effective manner with a strong focus on quality
- Communicates with homeowners, claims personnel, other internal support staff and management in an efficient and customer focused manner.
- Excellent organizational, decision making and verbal and written communication skills.
- Ability to prioritize and handle multiple tasks in a changing and growing work environment
- Ability to motivate and manage teams of restoration technicians
- Strong customer service focus, skilled in project and people management

Integrity Restoration & Remodeling Contractors LLC, Acworth, GA
General Manager of Repairs Division

2008– 2015

- Helped establish Reconstruction Department of a successful Water Mitigation Company by selling the Owner on the value of providing a turn-key solution for their existing customer base.
- Oversee day-to-day operations of Reconstruction Department for a growing Insurance Restoration Company with projects ranging from \$1,000 to \$250,000. Manage all estimating, bookkeeping, payroll, budgeting and cost control.
- Manage all Project Managers closely meeting all expectations set with customers.
- Average Gross sales of 1.1 million dollars with projected annual growth of 5%.
- Establish effective working relationships with customers, ensuring work is consistent with contracts and property is brought back to pre-loss condition, if not better.
- Ability to up-sell 75-80% of customers with additional repairs and upgrades.

St. Romain Construction Company, Inc., Alpharetta, GA
President/CEO

2001 – 2008

- Oversee day-to-day operations for new home construction company with homes ranging from \$300,000 to \$500,000. Manage all bookkeeping, payroll, budgeting and cost control.
- Built, sold and managed large-scale projects consisting of 8000 or more acres for high-end developments such as: Big Canoe and Birch River.
- Establish effective working relationships with customers, ensuring work is consistent with contracts.

Humphrys Construction Company, Inc., Roswell, GA

1998 – 2001

Superintendent/Project Manager (1999 – 2001)

- Managed all phases for multiple residential projects ranging from \$200,000 to \$1 million, throughout the North Atlanta Metropolitan areas.
- Handled scheduling and supervised sub-contractors ensuring work was performed with the highest degree of safety and quality.
- Increased business and profits by 20% through two successful pre-sales.
- Inspected all structures to ensure compliance with building codes and ordinances, zoning regulations, and contract specifications.
- Exceeded customers' expectations by completing projects before deadline with zero punch-out items.

Certifications

- Licensed Home Inspector in Florida
- IICRC WTR Certified

EDUCATION

- Kennesaw State University, Kennesaw, GA, Major: Criminal Justice 1988 – 1990
- Southeastern Louisiana University, Hammond, LA. 1987 - 1988