

# Nathan Normoyle

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## ***Professional Profile & Career Objective:***

Progressive experience and sound knowledge working as an owner/operator and executive in various office and field environments in the Disaster Services industry over the past 16 years.

## **Access Restoration Services Ltd.**

*Vice-President – National Operations*

*April 2013 – Current*

- Responsible for Canadian and International Operations of a large, independently owned Restoration firm, specializing in the Commercial, Industrial, and Institutional work.
- Direct day-to-day operations across multiple brands of the group of companies, across Canada, The United States, and The Caribbean Islands
- Develop and implement guidelines, processes, and procedures to improve efficiency, keep up with changing market conditions, and facilitate corporate growth objectives.
- Identify acquisition opportunities, and work with ownership to see those acquisitions are successful.
- Work with the VP Marketing on strategy and growth objectives, 1, 3, and 5 year strategic planning
- Manage clients needs in cases of catastrophic and large loss events – nationally and internationally.
- Maintain current resources, and constantly look to add strategic resources across multiple brands within the group of companies
- Work with ownership to identify and implement growth strategy and necessary infrastructure.
- Mentor and guide senior staff, branch managers, divisional managers across multiple brands within the group of companies
- Participate in sales and marketing efforts, from a technical services standpoint, develop and propose strategy to manage catastrophic loss and minimize business interruption.
- Fulfilled multiple roles over the 5 year period – Project Manager, Estimator, Branch Manager for GTA North Office, Branch Manager for Calgary AB Office, and Began as VP Operations on February 15, 2017.

## **GLOUCESTER CONTRUCTION**

*ProjectManager/Estimator - Consultant*

*January 2008 – December 2012*

- Extensive knowledge and understanding of site estimation for residential and commercial, industrial mitigation and reconstruction
- Mitigation experience includes 24 hour response in fires, floods, bio hazardous materials, wind and other perils, sewer backups and mould remediation
- Responsible for the Disaster Service and General Maintenance team including emergencies, and restoration
- Effectively managed multiple restoration files at any given time
- Scheduled and supervised crews, equipment, material and tools. Scheduled and supervised sub trades
- Developed and maintained relationships with property managers, insured's and insurance adjusters to ensure our client base grow and develop positively
- Provided timely, accurate and profitable estimates according to each insurance companies guidelines
- Submitted Preliminary Loss Reports
- Documented claims, scopes of work and services provided using appropriate software and paperwork
- Managed all mitigation and restoration contracts
- Received jobs from various sources including property management companies, insurance companies, residential and commercial customers
- Create work orders and open hard copy and electronic files using applicable programs and entered relevant information on schedules

- Responsible for coordination and execution of emergency claims, dispatching labourers, subcontractors and warehouse staff
- Prepared all work order agreements for both Disaster Services and General Maintenance
- Prepared all xactimate estimates
- Priced and prepared all estimates using Lotus Notes for the General Maintenance division and submitted to clients for approval
- Prepared necessary documents such as completion certificates, work authorizations, purchase orders, work orders and equipment release forms
- Reviewed invoice and approved for submission once quality control completed
- Main point of contact and acted as a resource for clients throughout each job answering questions or discussing concerns
- Priced and prepared pre-qualification packages and bid packages for all contract bids, gathered prices from relevant sources and submitted
- Priced and responsible for the completion of new home building
- Approved and checked time sheets for all general labour and submitted weekly to accounting department
- Attend all client and internal meetings relating to both divisions providing updates
- Organized regular meetings with all in house staff and site supervisors to discuss job progress, timelines and to avoid potential problems
- Responsible for hiring subcontractors and labourers

### **PAUL DAVIS SYSTEMS OF OTTAWA**

*President – Owner/Operator -*

*November 2004 – January 2008*

- Owned and operated restoration franchise with sales in the \$3 million dollar range
- Responsible for operations including hiring and employing many staff and subcontractors
- Oversaw and managed all accounts and financial management
- Ensured all marketing met the requirements of the franchisor
- Responsible for estimating team and maintained an open door policy to ensure smooth operations
- Ultimately responsible for the day to day operations of the franchise and also actively was involved in mitigation and restoration in the field

#### ***Formal Education:***

IICRC Certifications – ongoing since 2003 / Current to December 2019 (Registrant #87490)

Water Restoration Technician

Fire Restoration Technician

Health and Safety Technician

Applied Structural drying

Applied Microbial Remediation Technician

Odor Control

Commercial Drying

Bio-Hazardous Materials

Hawk Investigative Institute -Private Investigations Certificate - 2006 - 2007

Behavioral Analysis

Non-violent Crisis Intervention

Hand Writing Analysis

Drug Identification / Handling

Locksmithing

Software and Certificates:

Xactimate and Xactanalysis

Symbility

PSA – Proven Solutions

POI/JPP – Assured Software

Quickbooks

Sage 300 – Oracle

Primavera/Expedition/P3 - Oracle

DASH – NextGear Solutions

Microsoft Project / MS

Advanced MS Office Suite

WHIMIS

Fall Protection

Confined Space

Cold Weather Construction

OSHA General Industry 10-Hour

***Highlight Points:***

- Extensive experience in all facets of the restoration industry
- Specialist in Process and Procedure development and implementation
- Proficient with accounting practices, operations, and field work
- Staff recruiting, training, retention, and management of large operations (150 + employees)
- High Level of Proficiency with project scheduling, management, and quality control.
- Advanced knowledge of Building Code, CANSPEC, and ICI Construction
- Extensive experience with complex insurance claims – structural collapse, large scale damage, high profile project management, managing needs of Business, Institutional and Industrial Clients.
- Specialist in Catastrophic Loss response and mobilization in Canada, the US, and the Caribbean
  - Montreal, QC – Summary 2005 (130 Staff Mobilization)
  - Peterborough, ON – Fall 2004 (90 Staff Mobilization)
  - Toronto, ON – Summer 2006, Summer 2013 (160 Staff Mobilization)
  - Fort McMurray, AB – Spring 2016 (385 Staff Mobilization)
  - South Florida, US – Fall 2017 (220 Staff Mobilization)
  - Caribbean Islands – Fall 2017 (220 Staff Mobilization)
  - BC Wildfires, BC – Summer 2018 (85 Staff Mobilization)