

## PART IV QUALIFICATIONS OF KEY STAFF

Below you can find a summary of the qualifications of our key staff. Certificates, resumes, and educational documents can be found in the appendix.

Name	Profile	Degree	Certifications / Specialty
Jim Conlon	Principal	BS Biology	Certified Passive House Consultant RESNET QAD Professional ACCA Manual J and D Certificate Holder PHIUS+ Rater Verifier LEED-H Green Rater HERS Rater BPI Building Analyst BPI Envelope Professional HVAC-R Journeyman
Ethan Balis	CFO/COO	MBA Environmental Strategic Management	Operations and Project Management Communications Strategic Planning
Skylar King	QHEC Coordinator	B.S. Environmental Science and Technology	Logistics and Operations
Rolando Jovel	Energy Auditor		BPI Building Analyst
Thomas Richards	Energy Auditor	B.S. Environmental Science	BPI Building Analyst
Megan Murray	Program Manager	BS Environmental Conservation Studies	
Richard Aikins-Andoh	Energy Auditor		BPI Building Analyst

Julio Jovel	Crew Supervisor		BPI Building Analyst
Martin Hood	HVAC Specialist	BA Psychology	HVAC-R Journeyman EPA 608
Ralph Vanveen	Electrician	Associates in Business	Journeyman Electrician
Christopher Nicholson	Electrician		Master Electrician
Sandra Johnston	Energy Auditor		BPI Building Analyst
Jessica Murphy	Energy Auditor		BPI Building Analyst
Brett Murphy	Energy Auditor		BPI Building Analyst
Jason Hewett	HVAC Specialist		HVAC Master
Kerensa Loadholt	Energy Auditor	BS in Geology	BPI Building Analyst

# JAMES J. CONLON, JR.

1111 East-West Highway, Suite 2 Silver Spring, MD 20910 240.338.8774 [jim@elysianenergy.com](mailto:jim@elysianenergy.com)

## PROFESSIONAL EXPERIENCE

### Elysian Energy, LLC

President

Apr 07 – Present

Silver Spring, MD

- Conceptualize, develop and implement energy efficiency consultancy and contracting firm
- Hire, train and provide continuing education for Elysian Energy's 30 employees
- Establish business infrastructure including the creation and development of strategic alliances, hiring, branding as well as proprietary reporting methodology
- Identify, engage and support current and emerging opportunities in the sector
- Nurture client relationships to the extent that Elysian Energy, LLC has never had a client severe a contract
- Achieve RESNET Rating Providership
- Earn BPI Accredited Contractor status

### Project Experience

*District of Columbia*

3.2 MM s.f.

\$640,000

Sept 07 – Present

- Provide 1,600 HERS Ratings to homeowners in the District of Columbia
- Advise the District Dept. of Environment (DDOE) on enhancing the HERS program regarding conveying the information to home owners in a non-technical report
- Mine the data from 1,600 REM/Rate models, summarizing the six most cost-effective efficiency improvements for the District housing stock
- Collaborate with the National Renewable Energy Laboratory creating a District-wide energy intensity map

*Howard County, MD*

560 M s.f.

\$111,300

June 11 – Present

- Provide 212 Comprehensive Home Energy Audits for Howard County, MD in compliance with all applicable requirements of the EECBG
- Only company selected to compile data from the other contract awardees into a central database with an interactive web-based portal for policy decisions and public awareness
- Develop key performance metrics for the County to consider for developing home improvement incentive programs

*The Neighborhoods of EYA*

360 M s.f.

Sept 10 – Present

- Provide LEED for Homes verification services for two townhome communities in DC and No VA
- Shared HVAC expertise on behalf of Project Team to Code Official in NoVA regarding right-sizing HVAC system and ductwork
- Collaborate with Project team regarding IEQ potentialities regarding ventilation and humidity (both relative and absolute)

## PROFESSIONAL CREDENTIALS AND DESIGNATIONS

- HERS Rater
- LEED-H Green Rater
- Certified Passive House Consultant
- Green Business Certified (Green America and Montgomery County, MD)
- RESNET QAD Professional
- ACCA Manual J and D Certificate Holder
- PHIUS+ Rater Verifier

## SKILLS AND INTERESTS

Spanish Proficiency      Microsoft Office      PV Designer (Solmetric Suneye)      BEopt (NREL)  
REM/Rate      Wrightsoft (Manual J & D design and verification)  
Passive House Planning Package (PHPP)

## EDUCATION

Loyola University, Chicago

May 1999

Bachelor of Science, Biology

University of Michigan Biological Research Station

Summer 1998

Graduate Coursework in Limnology and Conservation Biology/Ecosystem Management

**Ethan Balis**  
**1607 N Springwood Dr.**  
**Silver Spring, MD 20910**  
**ethanbalis@gmail.com (m) 301-257-7368**

Accomplished and creative company leader and passionate environmentalist with 12 years of demonstrated success in team management, organizational development, and program implementation. Seeking opportunities with a team-oriented company helping to improve the environment and the lives of people affected by climate change.

## **EXPERIENCE**

### **ELYSIAN ENERGY**

*CFO/COO*

**Laurel, MD**

*June 2009 – Today*

- Plans and maintains the financial well being of the company with average annual revenues of ~\$4MM.
- Oversees the day-to-day operations of 20 employees and over a dozen subcontractors.
- Prepared proposals for and maintains government and utility contracts with over \$21MM in income
- Obtained lines of credit and other financial resources for the company to finance expansion and maintain operations for 12 years.
- Manages utility and municipal demand-side energy reduction programs.
- Leads cross-functional teams of field employees, operations staff, and IT consultants to maintain high-quality service consistent data management.
- Oversees human resources and maintains employment records and employee benefits.
- Navigated PPP and EIDL loans to maintain company operations.
- Overhauled operations to create COVID-safe policies for working in customer's homes.
- Creates new operational processes to integrate new opportunities into our current workflows.
- Liaises with IT staff for data management and security.
- Manages company operations partially remotely since 2015 and fully remotely since 2020.
- Proudly works for a building energy-efficiency-focused company that has helped prevent thousands of tons of CO<sub>2</sub> emissions and millions of gallons of water usage.
- Spearheaded company's ESG data gathering, reporting, and analysis.
- Created and maintains successful email marketing campaign to reengage former customers.
- Served as acting president for several months while president was on leave.

### **INDEPENDENCE CENTER**

*Psychosocial Rehabilitation Worker*

**St. Louis, MO**

*July 2001 – April 2007*

Skills gained: Leadership, management, patience, communication, resourcefulness

- Trained over 100 adults with severe mental illness to work part-time jobs at over 10 different job sites throughout St. Louis and maintained relationships with their employers.
- Coordinated 30-60 volunteers daily, managing over 500 volunteers monthly, to provide services for adults with mental illness.
- Mediated conflict between staff, clients, and management by leading goal-oriented discussions on workplace philosophy and communication.

## **VOLUNTEERING AND INTERNSHIPS**

### **SILVER SPRING TOWN CENTER, INC**

*President*

*Vice President*

**Silver Spring, MD**

*2016 – 2018*

*2015 – 2016*

### *Treasurer*

2012 – 2015

- Oversaw the implementation of more than 100 public arts and music events per year.
- Monitored and planned the finances for a public-private partnership organization.
- Strategized fundraising and donor development.

### **ELYSIAN ENERGY**

**Silver Spring, MD**

*Business Development and Research Associate*

*Sept. 2008 – May 2009*

Skills gained: Strategic planning, business/legislative research, marketing

- Wrote business plan to map out smart growth and implementing strategies for hiring, evaluation, marketing, and business development.
- Formed strategic partnerships with businesses and government agencies.
- Monitored trends in government and utility funding for energy efficiency projects.

### **SEAWEB**

**Silver Spring, MD**

*Seafood Choices Alliance Intern, Web Content Manager*

*May 2008 – Oct. 2008*

Skills gained: Web management, convening and conflict resolution, business research

- Managed the content overhaul and redesign of the Seafood Choices website.
- Researched the sustainability practices and trends of various companies in the seafood industry.
- Analyzed the impact of seafood business actions on global climate change.

### **MD-DC-VA, SOLAR ENERGY INDUSTRIES ASSOCIATION**

**Washington, D.C.**

*Renewable Energy Intern*

*Feb. 2008 – May 2008*

Skills gained: Event planning, marketing, advocacy to government and business

- Communicated solar energy interests to elected representatives and energy companies.
- Organized the member database and troubleshoot website problems.
- Assembled industry newsletter and information on upcoming events.

### **EDUCATION**

THE GEORGE WASHINGTON UNIVERSITY, School of Business

**Washington, DC**

Master of Business Administration

*May 2009*

Environmental Strategic Management, Non-Profit Management

- Full Scholarship – George Washington University Fellowship
- Executive Board Member of Net Impact – a student organization that focuses on corporate social and environmental responsibility

WASHINGTON UNIVERSITY IN ST. LOUIS St. Louis, MO

B.A., Social Thought and Analysis, Jewish and Near Eastern Studies, minor in Music May 2001

- Magna cum laude

### **OTHER**

Earned a Building Performance Institute Building Analyst Certification

Computer Skills:

Microsoft Office, Quickbooks (online and desktop) Salesforce, Google Suite, Wordpress, Adobe Illustrator, iMovie, ProTools, Reason

Management Skills:

Strategic Planning, Business Development, Problem Solving, Human Resources Management, Financial Planning, Sandler Sales Training

# Skylar A. King

(301)-518-3212 | skylarking83@gmail.com

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## EDUCATION

### B.S. Environmental Science and Technology

August 2017 – May 2020

*University of Maryland, College Park*

- Coursework focused in Ecological Technology Design; GPA: 3.4
- Relevant Courses: Ecological Design, Energy and Environment, Renewable Energy, Watershed Science

*Loyola University Chicago*

August 2015 – May 2017

- Coursework focused in Business Administration; GPA: 3.7
- Transferred Courses: Managing People and Organizations, Operations Management, Business Information Systems
- Institute of Environmental Sustainability Dean's List

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## ACCREDITATIONS AND TECHNICAL SKILLS

- LEED Green Associate
- ArcGIS, AutoCAD, SketchUp, Canvas, MS Excel, MS Access, MS Word, MS PowerPoint

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## TECHNICAL EXPERIENCE

### University of Maryland Production Development Center

*Student Worker*

June 2019 – October 2020

- Designed and fabricated custom products for client research labs
- Completed various projects for campus maintenance and sustainability
- Assisted departmental office with administrative tasks
- Learned machinery such as drill press, band saw, milling machine, and lathe

### Grateful Gardeners, LLC.

*Intern*

June 2020 – August 2020

- Maintained marketing strategies and client relations through the company blog and newsletter
- Learned about and implemented sustainable practices on the farm
- Assisted in day-to-day operations of the business
- Attended and participated in industry workshops

### Environmental Finance Center

*Intern, Project Assistant*

August 2019 – March 2020

- Worked with local government towards certification on the Sustainable Maryland (SM) program
- Supported Landover Hills in a plan to meet sustainability goals
- Organized and analyzed energy usage data from Landover Hills
- Compiled an emissions report using SIMAP

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## LEADERSHIP EXPERIENCE

### RESTORE Society

*Board Member*

February 2019 – March 2020

- Attended Agriculture Council meetings as a representative
- Organized events and meetings for student engagement

**Target - Starbucks Team Member**

May 2017 – April 2019

**Starbucks - Shift Supervisor**

August 2021 - Present

- Managed inventory for daily/weekly store requirements
- Maintained store, customer needs, and customer relations
- Coached and managed up to 10 people daily
- Helped to ensure a safe and secure store by properly managing and storing cash

## **Megan Murray**

8504 16<sup>th</sup> Street Apt 615 – Silver Spring, MD 20910 – (978) 500-7317 – [meganm@elysianenergy.com](mailto:meganm@elysianenergy.com)

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### Education:

**BS, Environmental Conservation Studies** – May 2012

**Minor: Political Science**

University of New Hampshire (UNH), Durham, NH

**GPA: 3.64**

**University Honors Program, Xi Sigma Pi Honors Society & Dean's Scholarship Recipient**

### Related Experience:

**Energy Efficiency Administrative Programs Assistant** – June 2012 to present

Elysian Energy, Silver Spring, MD

- Communicate with customers and technicians to schedule energy audits while maintaining organizational calendars and spreadsheets
- Manage and train data entry personnel and oversee work entered into an online database
- Serve as a point person for marketing materials and direct mailing
- Monitor and revise billing support documentation to ensure proper and timely reimbursement
- Track the successful completion of the home energy check-ups

**NGO Internship** – summer 2011

Partners in Development (PID), Port-au-Prince, Haiti

- Worked with American and Haitian individuals to develop a more economically sustainable community
- Established and monitored a recycling program for the PID clinic and surrounding community
- Was trained as a trip leader and lead a team of Americans in Haiti; included managing bunk house affairs such as sleeping arrangements, following up on team member's complaints, assigning jobs, working closely with the Haitian office staff and maintaining correspondence with the US office

**Visitor Services Park Ranger** – summer 2010 & January 2011

Parker River National Wildlife Refuge, Newbury, MA

- Completed written reports and compiled information from the refuge database for my supervisor
- Developed, promoted and led refuge programs and events
- Assisted in public relations and other office activities such as answering the phone, email correspondence and managing the front desk in the Visitor Center

**Environmental Education and Visitor Services Internship** – summer 2009

Parker River National Wildlife Refuge, Newbury, MA

- Worked on a number of tasks for the refuge office that included categorizing the visitor center's videos, designing an interpretive panel for the Refuge, and developing two Outdoor Adventure Packs for the Refuge and the Newburyport Public Library
- Led environmental day programs and week-long camps for children and refuge events for all ages

**Power Shift '09 and '11 Conferences** – February 2009 and April 2011

Washington D.C.

- Attended environmental and policy related workshops and panels
- Spoke with elected officials on climate change mitigation

### Other Job Experience:

**Client Services** – 2010

Carsey Institute Survey Center, Durham, NH

**Cashier and Customer Services** – 2005-2008

Tendercrop Farm, Newbury, MA

**Assistant Tennis Instructor** – summers 2006 and 2007

Old Town Country Club, Newbury, MA

# Julio E. Jovel

11610 Idlewood Road Silver Spring, Maryland 20906, 240-644-2340 [ernesto.94@live.com](mailto:ernesto.94@live.com)

**Objective:** I am looking for a job that utilizes my new HVAC skills, possibly in home efficiency, Air Conditioning Repair, or Property Maintenance.

## Education and Licensing:

*Heating, Ventilation and Air Conditioning* – Prince George's Community College- June, 2013

- Learned the basics of heating and air conditioning, trained to be a CFC Certified HVAC Specialist, began work in an introductory capacity, became familiar with complex HVAC machinery for homes and business.

*Heating Boiling-* Prince George's Community College, Hyattsville, MD  
Class will involve all information regarding advance boiling systems.

Will Graduate October, 2013

*High School:* Northwood High School, Silver Spring, Maryland

Graduated: June, 2012

Member: Varsity Soccer Team

Member: IDENTITY – Hispanic Community Support Program

- Distributed Food to low income non-English speakers
- Work with Manna to coordinate food collections at school and in neighborhood.

*CFC Universal License:* Ferris State University, Issued, June 27, 2013, #000373154

Driver's Licenses: Maryland Vehicle Administration,

Issued, June, 2013

## Work History and Other Activities

*Assistant Manager:* Little Caesar's, Wheaton, Maryland

July, 2011 - Present

- Oversee a staff of 16 workers during regular and extended business hours
- Take food orders from Customers, and ensure that they are satisfied
- Order all food products for store, ensure they are delivered on time and in good condition
- Deposit all money into bank at scheduled times
- Handle large monetary transactions
- Train new hires in procedures and policies of restaurant

*Volunteer:* Silver Spring Seventh Day Adventist Church

2009-present

- Volunteer with Church Civic group in participating in a variety of communal activities
- Visit elderly members in hospital
- Coordinate campaigns on behalf of sick and ill community members
- Increase community support for church activities

## Languages and Skills

Spanish: Fluent in reading, written and comprehension

English: Fluent in reading, written and comprehension

Computer Knowledge: MS Office (Word, Excel, Power Point, Outlook etc.) Adobe Photoshop, Digital Photography, Social Media



# Sunita Pathik

♦3824 Stepping Stone Lane Burtonsville, Maryland 20866♦301-204-0769♦ssp005@mcdaniel.edu♦

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## Education

**McDaniel College**, Westminster, MD – May 2011

***Bachelor of Arts in Environmental Policy and International Studies***

GPA – 3.88

On Campus Activities

- Environmental Action Club President (2009-2010), Member (2007-2011)
- Belly Dancing Club Founder and President (2009-2010), Member (2011)

Honors and Awards

- Magna Cum Laude, Phi Beta Kappa (2011)
- Epsilon Phi Sigma Environmental Policy and Science Honor Society (2009-2011)
- McDaniel Honors Program College Scholar (2007-2011)

**Veritas University, San José, Costa Rica (Fall 2010)**

- Studied environmental issues through classes and field visits
- Immersed in Spanish language and Costa Rican culture

## Employment Experience

**Elysian Energy – Program Coordinator**- Silver Spring, MD (March 2012-Present)

- BPI Building Analyst Professional
- Communicate with customers to schedule energy audits and contracting work and answer customer questions pertaining to energy audits and contracting work
- Serve as point of contact for DC DDOE and DC SEU programs and report updates to colleagues
- Develop and implement new office and program procedures
- Manage data entry process and track payment
- Contribute to hiring process and decisions for interns and administrative assistants
- Assemble and deliver monthly invoice to the District
- Facilitate internship program
- Train new employees in office processes
- Coordinate outreach through tabling and event planning efforts
- Assist with mass mailings and other marketing efforts
- Coordinate the employee volunteer program

**Elysian Energy – Administrative Assistant** – Silver Spring, MD (July 2011-March 2012)

- Managed data entry personnel for data entry into online database in order to calculate energy savings and to serve as proof of work completed for MD utilities
- Revised billing support documentation to ensure proper and timely reimbursement.
- Received invoices and reconcile against internal records
- Tracked the successful completion of the home energy check-ups.
- Assisted with the development of the employee volunteer program

**McDaniel College – Student Lecturer** – Westminster, MD (Spring 2011)

- Gave lectures to freshmen English classes on recycling, conservation, and renewable energy

**INBio-National Institute of Biodiversity – Intern** – Heredia, Costa Rica (Fall 2010)

- Assisted Environmental Education Department
- Compiled and presented environmental education data
- Created spreadsheets and graphs in Excel

**lori hill event productions – Event Assistant** – Burtonsville, MD (Summer 2010)

- Helped to research environmentally friendly companies

- Helped organize and execute green events

**Chesapeake Climate Action Network – MD Intern –** Takoma Park, MD (Summer 2009)

- Organized and attended lobby meetings with Congressional Representatives and Senators
- Organized and participated in grassroots campaigns –gathered information, planned events, recruited and trained volunteers

**Greenpeace – Canvasser –** Washington, DC (Summer 2008)

- Worked to raise money for Greenpeace’s campaign against global warming
- Approached and convinced citizens to donate money to support cause
- Handled objections

**Community Activism**

**Powershift –** Washington, DC (2009, 2011)

- Organized a student group to attend the conference
- Participated in environmental workshops and lobbying

**Yale Conference on Environmental Activism –** New Haven, Connecticut (2009)

- Participated in environmental workshops and discussions

**Volunteer Work**

**Kayam Farm –** Reisterstown, MD (2012)

- Planted crops and assisted with farm processes

**Farm of Peace –** Warfordsburg, PA (2011)

- Planted crops and assisted with farm processes

**Sandtown Habitat for Humanity –** Baltimore, MD (2011)

- Helped to rehabilitate a home in Baltimore for a low-income family

**Casey Trees –** Washington, DC (2011)

- Helped to plant trees in DC

**Westminster Spring Cleanup –** Westminster, MD (2010, 2011)

- Worked at a local food bank
- Picked up trash around in community

**Appalachian Service Project –** West Virginia and Kentucky (2006-2009)

- Repaired homes for low income families
- For one week each year, devoted my time to helping one family
- Learned carpentry skills – Dry walled, painted, repaired floors and roofs

**Applicable Skills**

BPI Building Analyst Professional

Proficient in Microsoft Office, Word and Powerpoint ♦ Ability to work with Windows and Mac OSX

Experience editing websites ♦ Knowledge of basic Photoshop ♦ Knowledge of social media marketing

Conversational level of Spanish ♦ Experience in public speaking

**Thomas Scott Richards**  
**10408 Clinton Avenue | Silver Spring, MD | 20902**  
**(240) 855-4993**  
[tsr@email.sc.edu](mailto:tsr@email.sc.edu)

Education

**University of South Carolina**

Columbia, South Carolina

August 2013 – December 2017

**University of Auckland**

Auckland, New Zealand

June 2016 – November 2016

Bachelor of Science in Environmental Science: GPA: 3.42

- Geographic Intelligence Certification
- Woodrow Wilson Scholarship

Work Experience

**NASA DEVELOP National Program: SSAT Project Member**

Langley Air Force Base and Research Center, Hampton, VA | June 2018 - August 2018

- Supported the Colombian government to more efficiently track deforestation by using a new data packaging and analysis software project called the Open Data Cube
- Tested various land change detection algorithms and vegetation indices to assess which methods were the most efficient in accurately mapping deforestation
- Collaborated with team members and NASA scientists to effectively deliver analyses products, edit code, and communicate results in a technical paper and formal presentation

**Maryland National Capital Parks and Planning Commission: Seasonal Worker**

Silver Spring, MD | June 2017 – August 2017

- Maintained dozens of park landscapes and facilities throughout Montgomery County
- Beautified parks and other public green space by removing waste, maintaining and planting vegetation, and repairing park infrastructure
- Worked in small teams to ensure quick and efficient cleaning of the 421 parks under MNCPPC jurisdiction

**Natural Build and Energy Efficiency Experts, LLC: Building Intern**

Silver Spring, MD | June 2015 – August 2015

- Cleared land and dug trenches to build the foundation for an energy sustainable house that used energy saving technology and materials
- Installed “grey water” plumbing system, a geothermal heating/cooling pipe system in flooring, as well as insulation for the foundation of the home
- Used teamwork and communication to complete building tasks involving high precision and accuracy, and gained knowledge of energy saving technologies, building techniques, and concepts

Research Experience

**Electric Vehicle (EV) Infrastructure Analysis in South Carolina**

Columbia, SC | August 2017 – December 2017

- Examined existing EV infrastructure in South Carolina by conducting a literature review
- Compared SC investments and policies for EV to other states and international case studies for improving EV use and infrastructure
- Presented suggestions for improved signage, time of use rates, and policy changes to clients at the South Carolina Energy Office

**Bacterial Research, Congaree National Park**

Columbia, SC | April 2016 – May 2016


- Examined stream conditions from various streams surrounding the Congaree National Park and collected bacterial samples
- Collected E. coli and other coliform bacteria and analyzed bacteria counts
- Combined bacteria data with maps of the area to determine possible sources of increased E. coli counts; presented findings to park staff and course coordinators


Technical Skills

- Microsoft Word, PowerPoint, and Excel

# ROLANDO JOVEL

## CONTACT

 240-425-7930

 Rolly.dito@gmail.com

## PROFILE

Motivated and energetic self-employed contractor that's always eager to learn new skills with achievements in building and growing a contracting business. Areas of expertise include sales, customer service, digital marketing, and remodeling.

## SKILLS

- SALES
- BUSINESS MANAGEMENT
- TEAMWORK AND LEADERSHIP
- CUSTOMER SERVICE
- CRITICAL THINKING
- BILINGUAL (ENGLISH AND SPANISH)
- ANALYTICAL AND PROBLEM SOLVING
- COMMUNICATION
- MARKETING

## EXPERIENCE

### R&J Painting and Drywall LLC

2019 – Current

- Estimating painting and drywall jobs. Includes answering phone calls to schedule and do site visits, writing estimates, sending them to clients, and being in touch with them throughout the sales process.

- Customer service before, during, and after a job. Includes communicating when, what, and how the job will be done, answering any questions the client may have, and making sure the client is satisfied with the work once completed.

- Digital marketing responsible for creating and managing the company website, social media pages, planning and executing marketing campaigns both online and in person.

- Completing home improvement jobs that include painting, drywall, flooring, power washing, and other contracting services. Starting the projects and seeing them through making sure they are done within a time frame and at a high quality.

- Managing the companies bookkeeping through QuickBooks. Making sure we're staying profitable and growing financially.

## EDUCATION

06/2019

Graduated Northwood High School

919 University Blvd W, Silver Spring, MD,  
20906

01/2022

Maryland Home Improvement  
License

MHIC #145854

01/2023

- Foundations of Digital Marketing  
and E-commerce

02/2023

- Attract and Engage Customers  
with Digital Marketing

Certificate courses by Google

First and second of seven courses in the  
Google Digital Marketing and  
E-commerce Certificate program.

# Martin Hood

HVAC Professional

## 👤 Profile

General Manager for a small residential HVAC business, overseeing service, sales and operations.

Passionate about delivering the best results for each client, with an obsession for details, honesty and integrity.

Focused on creating systems to ensure consistent performance, follow-through, and growth for employees.

Determined to stay educated and curious as the industry evolves, and as technology and building science advance.

Committed to educating customers, creating a positive experience, and instilling confidence and trust.

## Details

Kensington, MD, United States, (301) 802-2904

[mzhood@gmail.com](mailto:mzhood@gmail.com)

## Strengths

MeasureQuick Diagnostics  
(Refrigerant & Air Side)

HouseCall Pro & OnCall Air  
Communicating Systems

Big Picture Assessment of  
Challenging Issues

Combustion Testing

Quality Assurance

## 🏢 Employment History

### HVAC Department Lead at Elysian Energy, Laurel, MD

September 2023 — Present

- Plan and establish HVAC Department, emphasizing initial goals of heat pump installations
- Design HVAC systems based upon Manual J calculations, within existing homes and duct systems
- Electrical calculations and installation support
- Support in Manual J calculations
- Establish vendor relationships
- Create processes for installations and estimates to establish standards
- Assist with new challenges related to electrification work

### General Manager / Service Technician at Hecox Home Services, Rockville, MD

January 2018 — September 2023

- Repair and maintenance of residential HVAC systems, including gas furnaces, heat pumps, air conditioners and boilers
- Service Lennox and Carrier communicating systems, including zoning
- Emphasis on challenging diagnostics and comfort issues
- Sales / Planning of installations and system replacements, including equipment ordering, efficiency matchups, and customer education
- Processing of warranties, equipment registration, and order placement / parts lookup
- New customer intake and scheduling of service and installations
- Financial planning, bill payment and light bookkeeping with Quickbooks
- Resolve outstanding customer concerns and communicate to ensure results

## **Service Manager at Freshbikes, Bethesda, MD**

May 2013 — November 2018

- Technician and service manager for high-end bicycle sales/service shop.
- Oversee scheduling of technicians, service tickets/labor work, and management of inventory levels for service parts.
- Support other technicians in solving difficult problems, maintaining/setting customer expectations and communication, and completing service tickets.
- Support sales department in planning and overseeing assembly of new inventory.
- Perform all service work, including complete assembly of fully custom ground-up builds, routine maintenance and overhauls.
- Maintain social media posting/presence on service work and new builds to engage and build excitement within community.

## **Certifications**

### **Maryland Licensed HVAC Journeyman**

July 2021

### **Residential System Performance & Duct System Optimization Certification, National Comfort Institute**

September 2021

### **Combustion Analysis & Carbon Monoxide Safety Certification, National Comfort Institute**

December 2022

### **EPA 608 Universal License**

## **Education**

### **B.A. in Psychology, University of Maryland, College Park, College Park, MD**

September 2006 — June 2011

# Kerensa Loadholt

[kerensa.loadholt@gmail.com](mailto:kerensa.loadholt@gmail.com)

+1 856 503 7753

Structural Geology and GIS Certificates awarded 2024 through EdX courses and Alison Courses partnerships with Alaska University. Volunteer with Vineland Environmental Commission.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Environmental Technician**

American Littoral Society-Millville, NJ

May 2023 to Present

The Americorps program jumpstarted the work and relationships built with the American Littoral Society. The focus as a group improved local parks and assisted many local non-profits. Testing water, soil, and community clean ups brought people together and proved that there is a way to start something anywhere you are. The connections I have maintained encouraged the start of the application process for Engineer-In-Training/Geologist-in-training (EIT or GIT).

### **Substitute Teacher**

ESS Education-Vineland, NJ

October 2021 to Present

I work in Vineland and Millville school districts, outside of classroom responsibilities, several disability trainings for staff were implemented with coordination from administration after updating them on some regular issues in the schools.

### **Tax Preparer, Jackson Hewitt**

Jackson Hewitt-Bridgeton, NJ

November 2021 to May 2024

Improved customer ratings on Google and through the company website by following up on calls and missed appointments. Saved hundreds of dollars in operating costs by opening for appointments only, screening clients over the phone so returns would not be voided, and scheduling people for every hour we were open. This only allowed walk ins on slower days which led to less cancelled or no show appointments, and people actually rescheduled. This is a seasonal job.

### **Dispatcher/Customer Service**

COPS Monitoring-Williamstown, NJ

October 2021 to November 2022

Aided in technical issues with alarm systems and dispatched emergency services to different scenes, fire, EMS, police, etc.

### **SAS Retail Merchandising**

SAS Retail Services-New Jersey



May 2020 to August 2021

Managed and created relationships with store owners, managers, and higher ups in order to serve as a good face for the brand.

## Education

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### **Certificate in Geographic Information Systems**

University of Alaska Anchorage - Remote

December 2023 to Present

### **Certificate in Accounting**

Rowan College of New Jersey - Vineland, NJ

January 2024 to May 2024

### **Bachelor's degree in Geology**

Oberlin College - Oberlin, OH

August 2015 to May 2019

## Skills

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- ArcGIS
- GIS
- Data analytics
- Quality control
- Data collection
- Data management
- Wastewater
- Continuous improvement
- Customer support
- Greenhouse experience
- Quality Assurance
- Communication skills
- Customer service
- Warehouse management system
- Laboratory Experience

## Certifications and Licenses

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### **Hazardous Waste Operations & Emergency Response Training**

### **Driver's License**

### **Engineer In Training**

## **Fundamentals of Engineering**

### **Driver's License**

#### Assessments

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#### **Legal skills — Proficient**

September 2022

Supporting legal procedures, preparing documents, doing research, and collecting client information in a legal setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

# ELLIOT FIRESTONE

## ENERGY TRANSITION PROFESSIONAL

### CONTACT

541-270-0612

elliot.firestone@gmail.com

732 Washington Avenue, Apt. 3B,  
Brooklyn NY 11238

### ABOUT ME

- Passionate about building science and electrification
- Experience in Home Performance, HVAC, and customer-facing efficiency roles
- Enjoys remote and in person troubleshooting and education
- Deeply committed to quality work and honesty
- Friendly and positive
- Intelligent, data driven, highly technical, and hardworking
- HeatGeek Certified
- Willing to relocate

### REFERENCES

#### Robert Hamerly

541.359.8148

roberth@greensavers.com

#### Charles Carter

603.667.1470

charles.h.carter@gmail.com

### WORK EXPERIENCE

#### Residential Decarbonization Advisor

Abode 2023

- Advised homeowners about heat pumps in virtual consultations
- Provided SCOP savings analyses for homeowner provided estimates
- Interfaced with contractors as part of low income program

#### Energy Efficiency Coordinator

ICF (NYC Accelerator) 2022-2023

- Assigned incoming inquiries to team, filtering out bad leads
- Entered customers into Salesforce and generated reports
- Prepared portfolio assessments estimating future LL97 fines
- Assisted with solar utility bill analysis, inputting utility bill data for SolarOne
- Conducted outreach to architects and engineers for New Construction program

#### Measurement and Verification Intern

CUNY Building Performance Lab 2022

- Helped develop steam systems measurement protocol with team
- Analyzed energy use data and projected retrofit savings for ECMs

#### Project Manager / Home Performance Specialist / Cust. Coordinator

GreenSavers 2013-2018

- Generated qualified leads by tabling at events and scheduled assessments
- Worked with sales staff and independently to collect and synthesize home performance information as a BPI Certified Energy Auditor
- Provided technical assistance and troubleshooting to customers and coworkers on building science and HVAC, independently diagnosing and resolving issues remotely and in person, including repairs and touch up work
- Managed HVAC department, confirming feasibility of sold projects, ordering equipment, and coordinating installation and start-up
- Oversaw quality assurance initiative, identifying quality concerns at completed jobs, resolving them, and communicating feedback to install crews
- Managed IT for both office locations, including upgrading networked storage at each office and transitioning primary data entry, sales, and estimation workbook from Office 2003 to G Suite and improving data handoff to install crews

#### Project Coordinator / Installer

YouSaveGreen 2011

- Performed quality assurance test-outs per BPI standards
- Managed rebate paperwork and building permits for PV projects
- Provided technical support and troubleshooting for GSHP and PV systems
- Helped install home performance and PV solar projects

#### Other

- Built (and sold) tiny home on wheels (Minim design with heat pump & solar)
- Rehabilitated Category 2 Vacant "condemned" home in Saint Paul, MN, including efficiency improvements

### EDUCATION

#### Macalester College, Saint Paul, Minnesota

- Graduated Cum Laude in 2011 with BA in Environmental Studies

# RALPH VANVEEN

## WORK EXPERIENCE

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### Aztec Electric

October 2018 - Current

#### *Journeyman Electrician*

- Commercial projects tenant fit outs for offices and storage units.
- Installing new panels
- Terminating Panels
- Installing lighting controls (occupy sensors, motion sensors, drivers, and etc.)
- Troubleshooting lighting controls
- Bending conduit 3/4in – 1 in 90s offsets saddles 3 4-point bends
- Running conduit to panel
- Talking to customer/property manager about the project and what is going on
- Blueprint reading
- Voltage 120-277
- Receptacles

## EDUCATION

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Associates in Business

Frostburg State University - Frostburg, MD

June 2016 to June 2018

IEC Apprenticeship completed 2022

Journeyman MD

## LICENSES

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Journeyman Electrician MD