

Robert Lovisa

Service Manager- Pratt Homes, Barrie ON

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289-338-3752

To continue my chosen career path in the residential customer service industry.

Willing to relocate: Anywhere

Work Experience

Customer Service Manager

Pratt Homes-Barrie, ON

April 2021 to Present

Customer Service manager for Barrie's largest home builder. Responsible for managing a department including all Tarion Conciliation inspection, Condominium Audit deficiencies, co-ordinating and training of all Pre Delivery Inspections. Proficient in Newstar and all aspects of related Service Software.

Senior Construction Site Supervisor

Timber Block Homes-Innisfil, ON

July 2019 to April 2021

Senior Site supervisor for busy custom Home builder in southern Ontario. Duties included managing on site trades, project safety scheduling and progress.

Tarion Warranty Service Specialist

Ballymore Homes-Oak Ridges, ON

April 2014 to July 2019

Duties included assessing and addressing deficiencies based on the Tarion Performance

Guidelines and the Ontario Building code. Liaising between management and homeowners to resolve conflicts and ensure a pleasant customer experience. Coordinating service personnel and

Sub trades to schedule repairs in a prompt and courteous manner. Assist is trouble shooting with construction department to improve our product. Conduct PDI with homeowners prior to closing,

Conducting all 30 day Walkthroughs, Conduct all Year walkthroughs. Attend any Tarion conciliations to represent the company.

Project Manager

Canadian Department of National Defence-Borden, ON

June 2009 to January 2014

Under contract with CDND for the redevelopment of Base Border facilities. Oversaw day to day construction of several facility projects over a five year period including scheduling and completion certification.

Site Superintendent

Crystal Homes

June 2005 to May 2009

Site Superintendent for large GTA homebuilder. Managed day to day progress for large building sites in Oakville and Collingwood. Responsible for coordinating sub trade including monitoring and enforcing all construction safety procedures. Also part of my duties was addressing all deficiencies and coordinating repairs with homeowners.

General manager of Construction

Pancor Industries LTD

January 2003 to May 2005

Oversaw all construction projects for busy GTA General contractor. Oversaw day to day operation of Project Management Team. Managed and oversaw Estimating team including all tender submissions. Projects in Canada the USA and Europe. Oversaw contracts in excess of 30 million per year.

Project Manager

Pancor Industries LTD

April 1998 to January 2003

Project Manager for busy GTA General Contractor. Over day to day operation of various project in Canada and USA. Implemented oversaw all scheduling. Carefully monitored on site progress to ensure timely completions on budget.

Site Superintendent/ Project coordinator

Pancor Industries LTD

March 1992 to April 1998

Site superintendent for busy GTA General Contractor. Assisting project manager in monitoring and completing a wide variety ICI and residential projects

Cost Estimator

Downsview Drywall Limited-Concord, ON

June 1990 to January 1992

Performed Material quantity takes off from blue prints for major GTA Drywall Company. Ordering materials for various projects in and around the GTA.

Education

Diploma in Construction Management

George Brown College of Applied Arts & Technology

1990

Skills

- PROJECT MANAGEMENT (10+ years)

- CUSTOMER SERVICE (10+ years)
- HIGHLY ORGANIZED (10+ years)
- Project Management Software (10+ years)
- Auditing (5 years)
- Construction Estimating (10+ years)
- Ontario Building Code (10+ years)
- Tarion Construction Guidelines (10+ years)
- Newstar Software (5 years)

Additional Information

Additional Qualifications

I am a highly organized self-starter who has devoted my career to the ICI and residential construction sector. I am fully proficient in all types of Office software and knowledgeable in several types of Project Management Software. I am fully proficient in QaPad Customer service software and Newstar specifically, Tracking completions and generating reports. I have a virtual complete knowledge of the Ontario Building code and the Tarion Guidelines for new home Construction. I attend several times a year Tarion seminars that updates the guidelines and provide new information. I take great pride in my Customer service skills and the Management has received several positive reviews of my performance. In all the years I have been in the residential sector I have never had a chargeable conciliation go against our company. My goal is to avoid conciliation whenever possible and if a homeowner is intent on filing conciliation I take great care to ensure that I have kept proper documentation and have done everything possible to minimize the risk to the company. I believe myself to be the quintessential team player who works well with my coworkers and sub trades.