**Steve Klitsch**

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**Experience:** **Residential Remodeler and Entrepreneur:** Over 35 years working in the residential remodeling industry. Owner and Founder of Creative Concepts Remodeling, Inc. of Germantown, Maryland. (Suburb of Washington, DC) Responsible for all sales, production, staff supervision, and client interface. The firm employs 5 full time staff and specializes in residential remodeling with a focus on interior whole house remodels, small additions, screen porches, decks, storage and space use built-ins, finished basements, interior moldings, flooring, window and door replacement, roofing, kitchen remodels, and bathroom remodels. The firm also serves several commercial clients with small interior projects.

Website: [www.creativeconceptsremodelinginc.com](http://www.creativeconceptsremodelinginc.com)

**Education:**  University of Maryland University College (UMUC) Bachelor of Science Business Administration, 2003; Foundations in Distance Education and E-Learning Certificate Graduate Level UMUC, 2011; Intellectual Property Issues in Distance Education Certificate graduate Level UMUC 2012 and Current Graduate Student UMUC Graduate School of Management and Technology pursuing a Master Degree in Distance Education with emphasis on training and Teaching. Projected graduation from UMUC, December 2012; Certified Aging-In-Place Specialist by National Association of Home Builders, 2006; and Lead Paint Renovator as recognized by the Federal Environmental Protection Agency, 2010.

**Clients:** As a consultant, educator, and training provider for clients like Case Handyman Services National Franchisor, SEN Design Group, Kitchen Solvers National Franchisor, National Association for the Remodeling Industry Home Depot National Speaker Series, Deluxe for Business, Cygnus Kitchen and Bath Expo & Show, Hanley-Wood’s Remodelers Show and Journal of Light Construction Live Expo provided training programs and seminars for these clients including topics on sales, marketing, business management, entrepreneurial techniques, workmanship compliance, and client/customer servicing.

**Author:** Since 1993,numerous articles written for industry magazines to include Remodeling Magazine [www.hanleywood.com](http://www.hanleywood.com) , NARI Remodelers Journal [www.nari.org](http://www.nari.org) , Remodeling News, and Journal of Light Construction [www.hanleywood.com](http://www.hanleywood.com) .

Co-authored the Standard Operating Procedures Manual for sales and field crews for a Case Handyman home improvement franchisor. Wrote the Marketing Column for Remodeling News Magazine for the eight issues in 2009 distributed in the northeast, USA. [www.remodelingnews.com](http://www.remodelingnews.com)

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**Public Speaker:** Since 1994, dozens of seminars and training programs presented to thousands of remodelers around the county at industry events and at client locations. Topics include: business management, sales, marketing, production, customer service, field staff client relations, and business development. On occasion seminar topics were customized at requested by the client.

**Professional Historian and Battlefield Tour Guide:**  As an avid American Civil War Historian provided many tours of Civil War Battlefields in Maryland and West Virginia to adults and school children. The tours include short walks to important battlefield locations and demonstrations of soldiering duties with a full complement of Civil War era infantry accouterments and weaponry. Developed a Leadership Training Program for adults in leadership roles in conjunction with the Antietam Battle of Sept 17, 1862 and how leadership decisions of 1862 can be applied to current leadership decisions today. This Leadership Training Program is performed on site at the Sharpsburg, Maryland Battlefield Site in half day programs.

**Webinars:** produced for clients Deluxe for Business and for National Association for the Remodeling Industry. Webinars were recorded and used for future distribution. Webinar topics include sales, marketing, client servicing, and remodeling business management.

**Professional Associations:** Member of National Association of the Remodeling Industry (NARI) Mid-Maryland Chapter since 2005. Served as Chapter Treasurer 2006 & 2007, Chapter President 2008 & 2009, and active Executive Board Member since 2005.

Website: [www.nari.org](http://www.nari.org) & [www.marylandnari.org](http://www.marylandnari.org)

Member of the National Society of Civil War Historians

**Philanthropy**

Co-founder of Hearts and Hands, Inc. 1993 to 2009, a non-profit 501-C-3 corporation all-volunteer organization helping low income, elderly, and disabled homeowners with home improvement and repairs. In the best interests of the greater good, in 2009 Hearts and Hands was dissolved and its assets donated to Habitat for Humanity for continued community service.

**Expert Witness:**  On four occasions, provided expert testimony in Montgomery County, Maryland courts regarding home improvement quality issues and contractual obligations representing clients (homeowners) who had contractual disputes with remodeling contractors.

**Real Estate Investor:** Purchased distressed residential properties for renovation and remodeling purposes to resell or for rental purposes to generate positive cash flow. Also use the distressed properties for purposes of training employees of Creative Concepts Remodeling to demonstrate new building products, the use of new tools, and new remodeling techniques.

**Remodelers Institute:**  Founder and owner of the Remodelers Institute for LifeLong Learning, Inc. a Maryland corporation (2012) dedicated tothe business training and education of remodeling contractors. The Remodelers Institute has partnered with Anne Arundel Community College (AACC) of Maryland to offer its education programs, online, via the internet beginning in Sept. 2012. This will be a web-based asynchronous learning environment. There is a four course curriculum proposed and endorsed by the Dean of Workforce Development at AACC.

Website: [www.remodelersinstitute.com](http://www.remodelersinstitute.com)