

## Rafael

### Your Foreman

Text (the fastest way to connect) / Call: (774) 368-3446

Please reach out to Rafael for:

- Scope of work discrepancies or questions during your project
- Arrival and departure times of the crew
- Schedule changes due to weather (rain/snow), tool or equipment malfunctions, illness, etc.



## Caleb Kaiser

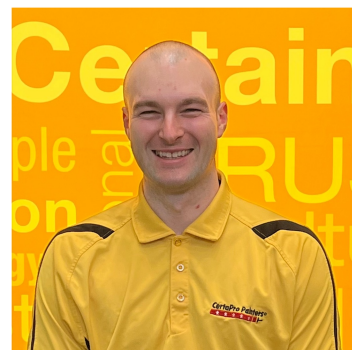
### Residential Operations Mgr.

Email: ckaiser@certapro.com

Text / Call: (978) 886-5254

Please reach out to Caleb for:

- Manufacturer product information on primers, paints and stains
- Pre-project questions (scope of work related)
- Changes Orders; for example adding or subtracting work



## Carla Gando

### Office Administrator

Email: cgando@certapro.com

Text (the fastest way to connect) (978) 296-0633

Please reach out to Carla for:

- Submitting deposits and final payments
- Happy Customer Checklist responses
- Professional Color Consults or final color selections
- Rescheduling a project that hasn't started yet; updated start dates
- Receiving post-production feedback

