

# John Maio

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## Vision Statement:

- Associate member of AMINZ and Lay Advocate
- Active in the forums of the Employment Relations Authority, Employment Court, Disputes Tribunal, WHRS, Mediation, Arbitration & Alternative Disputes Resolution
- Customer service/experience
- Espirit de corps
- Practical experience
- Time management and workflow
- Marketing
- Technical aptitude

## Strengths:

- Strong analytical skills and business acumen
- Ability to surpass budget and net margin targets
- Task completion focus with process improvement and goal setting
- Ability to adapt and problem solve
- Promote value and realise customer satisfaction
- Exceed at alternative dispute resolution procedures

## Work History:

<b>Current</b>	<b>NazPI Ltd</b>
	Earthquake, Mediation and Investigation Services
<b>2011 – 2013</b>	<b>Earthquake Commission Fixed Term Contract</b>
Position:	POD Leader - Non EQR Repairs

## Main Responsibilities

- Line Manager of 15 estimators - responsible for staff recruitment, performance management, training and retention
- Personally estimate and cost staff claims, unsubstantiated repairs, sensitive claims, specialist weathertight assessing and technical consulting
- Analyse and audit contractor quotes, invoices and compliance
- Plan, strategize and control cross departmental resource, budget allocation, collateral marketing and reporting metrics
- Perform quality control audits - implementing and championing corrective actions and process improvement initiatives for team responsibilities, customer satisfaction and term strategies
- Client liaison to achieve optimum customer satisfaction and enhance the customer experience within business policy
- Manage customer complaints
- Network with EQR
- Manage and promote H&S compliance
- Provide legal consultation, negotiation and mediation skills

## **2007 – 2011                      Earthquake Commission**

Position:                      Contract Estimator

## Main Responsibilities

- Full liaison to manage customer appointments and expectation
- Exceed business budgets and allocations
- Estimate and cost land slip, flood and residential earthquake damage
- Plan, strategize and report individual claims and repair solutions
- Submission of site plans, as-built drawings, technical specifications, photographs and supporting documentation

## **1999 – 2011                      Frame System Fabricators (FSF) Limited**

Position:                      Self Employed Director and Shareholder

## Main Responsibilities

- Design and build of residential and light commercial constructions
- Concept architectural drafting
- Contract quantity surveying, tender processing and management consulting
- Generate sales and pursue new business by marketing for design and build projects, renovations and specialist leaky home remediation
- Networking with architects, specifiers and decision makers to leverage sales
- Engage in the field of alternative dispute resolution for building and employment related issues - specialising in leaky homes advocacy and case consulting

- Preparing applications for claims under the Weathertight Homes Resolution Act, including advocacy and representation at mediation and adjudication
- All other tasks of budgeting, staff recruitment and apprenticeship training associated with self-employment

#### Previous Positions:

- Waitakere Timber - Company Manager
- Carter Holt Harvey - Branch Manager, Trade Sales Manager, Sales Representative
- Formex International - Architectural and Technical Executive Sales Representative
- Fletcher Merchants Limited - Area Sales Manager, Branch Manager, Trade Sales Manager

#### Main Qualifications:

- ✓ Gold Card Registered Certified Builder
- ✓ Associate Member of the Arbitrators and Mediators Institute of New Zealand
- ✓ Licensed Private Investigator
- ✓ ICS Quantity Surveyor

#### Summary:

I have 40 years experience in the building industry. I am a Gold Card Registered Certified Builder. I have 14 years as Specialist Leaky Home Repairer and 6 years assessing earthquake and other natural disaster damage.

I have 24 years in Alternative Dispute Resolution with more than 90 successful representations in the forums of the AADR Centre, Tenancy Tribunal, Weathertight Homes Tribunal, Employment Relations Authority, ACC Reviews, Disputes Tribunal and private confidential dispute resolution.

#### NazPI provides the following services:

- Earthquake Damage Assessment
- Leaky Home identification and Assessment.
- Contract Management, Quantity Surveying and Estimating.
- Dispute Resolution
- Mediation
- Advocacy
- Private Investigation
- Expert Witness and Case Management.