

**Christopher Capobianco, d/b/a Flooring Answers**  
**www.FlooringAnswers.com**

**CURRICULUM VITAE**

**CONSULTANT** (Since 2004)

- Create and conduct training and continuing education programs
- Trouble shooting, failure analysis, concrete testing, project management
- Technical writing
- Manufacturer technical support

**MANUFACTURERS REPRESENTATIVE** (1992-2004)

Twelve years experience in commercial resilient flooring as sales representative and/or Technical Support Manager

- Design, implement and instruct training seminars for company employees, architects, installers, dealers, salespeople and inspectors, including American Institute of Architects Continuing Education System (AIA/CES) courses.
- Design, develop and deliver technical manuals (specifications, installation manuals, floor care guides), technical updates and product specifications.
- Speak at several trade association seminars and conferences.
- Attend continuing education seminars on resilient flooring and concrete floor failures.
- Oversee outside contractors for telephone technical support, claim inspections and product testing.
- Consult with clients for on site technical support.
- Oversight and decision making responsibilities for claims department: Facilitate problem-solving meetings, conduct complaint inspections, and write letters of explanation.
- Responsible for northeast sales territory: calling on architects and flooring contractors, supporting and training distributor personnel, claims inspection and trouble shooting, creation of sales tools and training videos.

**FLOOR COVERING RETAILER** (1971-1992)

Fifteen years of full time experience and six years of part time experience.

- Apprentice installer of carpet, vinyl and hardwood flooring, window treatment installer, area rug fabrication, deliveries, store maintenance.
- Sales and management responsibilities including purchasing, planning, design, and placement of advertising; store planning and customer service; and operations responsibilities such as installation scheduling, inventory, invoicing and receiving.

**JOURNALIST, WRITER**

Total of eight years experience with four different magazines, plus contributions to several other publications.

- Regular columnist on Resilient floor covering installation for Floor Covering Weekly, Flooring, National Floor Trends, and Floor Covering Installer (Since 1989)
- Guest columnist for The Flooring Contractor, Commercial Flooring Report, LIFCA News, FCICA Bottom Line, Floor Covering News, Interior Environment Connections, Standardization News, Retail Store Construction
- Assisted in the creation of *Guide to Developing a Written Hazard Communications Program for Floor Covering Retailers and Installers*, published by Floor Covering Weekly, 1992.
- Chaired the task group that revised and re-wrote ASTM F 710, *Standard Practice for Preparing Concrete Floors to receive Resilient Floor Coverings*, 1998, 2003, 2005.
- Assisted in the Creation of *Floor Covering Installation Training (FIT) Resilient Floor Covering training program*, published by Floor Covering Installation Contractors Association, 2004.

**EDUCATOR**

Created and instructed floor covering installer training program and numerous seminars for installers, architects, retailers and interior designers.

- Created carpet and resilient flooring installation training programs for Vo-Tech Adult Education School: Solicited industry participation, secured state funding, supervised instructors and served as instructor of Installing Vinyl Floor Covering, a 98 hour introductory course. (1986-1992).
- Created and instructed American Institute of Architects Continuing Education System (AIA/CES) courses for five different companies (2002-2005).
- Created and instructed ongoing installer training program for major manufacturer of resilient floor coverings (2000-2004).

## **PROFESSIONAL AFFILIATIONS**

Volunteer work within the floor covering industry includes:

- ASTM International Committee F.06 on Resilient Floor Coverings (since 1993): Served on Executive Committee, Chair of two standards development task groups.
- The Floor Covering Installation Contractors Association (FCICA):
  - Chairman (Since March 2005)
  - Board of Directors (2002-2005)
  - Chair of the Floor Covering Installation Training (FIT) curriculum committee 2002-2004
  - Speaker at two annual FCICA conventions.
- Institute of Inspection, Cleaning, and Restoration Certification (IICRC) : Technical Assistance Committee Chair for the Resilient Flooring Inspector program since 2000. Assisted in the creation of Resilient Floor Inspector and Substrate/Subfloor Introductory courses.
- Long Island Floor Covering Association. (LIFCA):
  - Executive Director (Since 2005)
  - Newsletter Editor, member of Board of Directors
- International Concrete Repair Institute (ICRI) Committee on Moisture Related Issues with Concrete Surface Finishes.
- Habitat for Humanity of Suffolk: Industry Coordinator (1996 – 1999): Secured donated floor covering materials and volunteer installers to install floor coverings in Habitat for Humanity homes.
- Hurricane Hugo Flooring project (1991): Recruited and supervised volunteer flooring installers to work for one week installing donated floor coverings in Hurricane damaged homes in Williamsburg County, SC

## **AWARDS, CERTIFICATIONS, TRAINING**

- Institute of Inspection, Cleaning, and Restoration Certification (IICRC): Substrate/Subfloor Introductory Course.
- World of Concrete: Master of Concrete Floors certification
- American Concrete Institute: Troubleshooting Concrete Floor Failures course.
- Two time recipient, Greater New York Floor Coverers Association award “For Outstanding Service to the Floor Covering Industry” (2001 and 2002)
- LIFCA award of appreciation as newsletter editor.
- Habitat for Humanity “Master Builder” Award.
- Academy of Textiles and Flooring: Resilient Floor Inspector Course
- New York State Council on Vocational Education (NYSCOVE) award.
- Resilient Floor Covering Institute: Certified Instructor of Resilient Floor Covering Installers.
- Armstrong World Industries: Award of Appreciation

## **SUMMARY OF EXPERIENCE**

A fourth generation floor covering specialist, Christopher Capobianco grew up in the floor covering industry, with both grandfathers and then his parents owning floor covering retail stores. His resume includes retail and architectural sales, technical support manager, writer, educator and activist. His writings have appeared in a number of magazines, newspapers and newsletters, including his current regular columns in Floor Covering Installer and National Floor Trends magazines. He has spoken at seminars, conventions and trade shows, and designed and taught Continuing Education programs for architects, designers, salespeople and installers.

He is recognized in the industry as an authority on resilient floor covering issues and the relationship of concrete floors to floor covering installations, and has continued to upgrade his knowledge by regularly attending training seminars and industry educational events – sometimes as an attendee, and sometimes as a presenter.

He has dedicated his career to improving the industry - as a way of giving back to the industry, and also as a means to educating himself and developing a deeper understanding of the many products, problems and issues in the industry today. To that end, Christopher volunteers time and energy to a number of associations dedicated to education and making a difference in the industry.