



TASKS	Former IICRC Staff Contact	New IICRC Staff Contact	Title	Email	Telephone
Chief Staff Executive	Patrick Winters, CAE, ACA / Tom Hill	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
General Questions and Help	Jeanie Armstrong / Karen Christensen / Megan Sweet / Robin Wild	Customer Satisfaction Team	Customer Satisfaction Team	help@iicrc.org	775-553-5458
Contact Information Updates	Jeanie Armstrong	Customer Satisfaction Team	Customer Satisfaction Team	help@iicrc.org	775-553-5458
Web Store	Madi Bowen	Racheal Hunter	Accounting Specialist	racheal.hunter@iicrc.org	775-553-5458
Accounts Receivable / Billing & Payment Processing	Carolee Hill / Craig Booth / Jessica Johnson / Karen Christensen / Robin Wild	Racheal Hunter	Accounting Specialist	racheal.hunter@iicrc.org	775-553-5458
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Financial Oversight	Sonia Gray	Russ Burnett, CPA	Director of Finance	russ.burnett@iicrc.org	775-553-5458
Instructors & Schools Applications / Monitoring	Lindsay Barlow / Robin Wild	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Distance Learning Applications	Lindsay Barlow	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Course Announcements for Posting to Website	Robin Wild	Customer Satisfaction Team	Customer Satisfaction Team	help@iicrc.org	775-553-5458
Course Materials Order Fulfillment	Robin Wild / Craig Booth	Customer Satisfaction Team	Customer Satisfaction Team	help@iicrc.org	775-553-5458
Instructors & Schools Programs	Lindsay Barlow / Robin Wild	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Certified Firms Initial Applications	Megan Sweet / Craig Booth / Donna Cole / Jessica Johnson / Paul Kenney	LaResha Owens	Initial Credentialing Coordinator	laresha.owens@iicrc.org	775-553-5458
Certified Firms Renewals / Recertification / Reinstatements	Megan Sweet	Megan Sweet	Recredentialing and Professionalism Coordinator	megan.sweet@iicrc.org	775-553-5458
Referral Line	Craig Booth / Robin Wild / Jeanie Armstrong / Kandi Graves / Nancy Hatch	Customer Satisfaction Team	Customer Satisfaction Team	help@iicrc.org	775-553-5458
Certified Firms Program		Khunteang Pa	Director of Accreditation and Compliance	khunteang.pa@iicrc.org	775-553-5458
Technician Initial Certification & Exam Grading	Craig Booth / Donna Cole / Megan Sweet / Paul Kenney	LaResha Owens	Initial Credentialing Coordinator	laresha.owens@iicrc.org	775-553-5458
Technician (Registrant) CECs / Renewals / Recertification	Jessica Johnson / Karen Christensen	Megan Sweet	Recredentialing and Professionalism Coordinator	megan.sweet@iicrc.org	775-553-5458
Technician (Registrant) Reinstatements	Karen Christensen	Megan Sweet	Recredentialing and Professionalism Coordinator	megan.sweet@iicrc.org	775-553-5458
Technician Certification Programs	Valerie Fries Wade, CAE	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Appeals of: Technician and Firm Eligibility Decisions Technician Exam Results Technician and Firm Recertification Decisions	Daniela Rosen	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Trademark Misuse Complaints	Jeanie Armstrong	Customer Satisfaction Team	Customer Satisfaction Team	help@iicrc.org	775-553-5458
Complaints About Certified Technicians & Firms	Jeanie Armstrong	Megan Sweet	Recredentialing and Professionalism Coordinator	megan.sweet@iicrc.org	775-553-5458
Standards Program & Standards Order Fulfillment	Mili Mavely-Washington	Mili Mavely-Washington	Standards Director	mili@iicrc.org	775-553-5458
Committee Membership & Meetings / Volunteer Leadership	Lindsay Barlow	Emily Berman, CMP	Manager of Volunteer Leadership and Meetings	emily.berman@iicrc.org	775-553-5458
Policy Interpretation and Revision	Lindsay Barlow	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Discussion Boards	Josh Kramer	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Committee Agendas and Minutes	Josh Kramer	Emily Berman, CMP	Manager of Volunteer Leadership and Meetings	emily.berman@iicrc.org	775-553-5458
Tradeshaw Exhibits and Booths	Robin Wild	Emily Berman, CMP	Manager of Volunteer Leadership and Meetings	emily.berman@iicrc.org	775-553-5458
Awards	Tom Hill	Emily Berman, CMP	Manager of Volunteer Leadership and Meetings	emily.berman@iicrc.org	775-553-5458
COMMITTEES	Former IICRC Staff Contact	New IICRC Staff Contact	Title	Email	Telephone
Executive Committee	Patrick Winters, CAE, ACA / Tom Hill / Josh Kramer	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Board of Directors	Patrick Winters, CAE, ACA / Tom Hill / Josh Kramer	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Certification Council	Lindsay Barlow	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Education Committee	Valerie Fries Wade, CAE	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Certification Scheme Committee	Valerie Fries Wade, CAE / Debbie Bunk	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Textile Division	Valerie Fries Wade, CAE	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Restoration Division	Valerie Fries Wade, CAE	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Hard Surfaces Division	Valerie Fries Wade, CAE	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Instructors & Schools	Lindsay Barlow	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
IAP	Lindsay Barlow	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Exams	Valerie Fries Wade, CAE	Holly Roseski	Exam Director	holly@iicrc.org	775-553-5458
Finance	Sonia Gray / Chris Phelan, CPA	Russ Burnett	Director of Finance	russ.burnett@iicrc.org	775-553-5458
Investment	Sonia Gray / Chris Phelan, CPA	Russ Burnett	Director of Finance	russ.burnett@iicrc.org	775-553-5458
Distance Learning	Valerie Fries Wade, CAE	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
International	Sonia Gray / Daniela Rosen	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Marketing	Josh Kramer / Tom Hill	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Strategic Plan	Valerie Fries Wade, CAE	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Standards	Mili Mavely-Washington	Mili Mavely-Washington	Standards Director	mili@iicrc.org	775-553-5458
BOARD OF DIRECTORS GROUPS	Former IICRC Staff Contact	New IICRC Staff Contact	Title	Email	Telephone
Protocol & Ethics	Tom Hill	Megan Sweet	Recredentialing and Professionalism Coordinator	megan.sweet@iicrc.org	775-553-5458
Mentoring	Valerie Fries Wade, CAE / Tom Hill	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
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Government Affairs	Tom Hill	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Registrant Standards	Daniela Rosen	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Vetting	Tom Hill	David Rozsa, CAE, ACA	Executive Director	david.rozsa@iicrc.org	775-553-5458
Certified Firms	Daniela Rosen	Khunteang Pa	Director of Accreditation and Compliance	khunteang.pa@iicrc.org	775-553-5458
Insurance Advisory Panel	Josh Kramer	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458
Science Advisory Panel	Josh Kramer	Josh Kramer	Deputy Executive Director	josh.kramer@iicrc.org	775-553-5458