



CASE[®]
DESIGN/REMODELING, INC.

BIO *of* MICHAEL O'HEARN, CR



As the fifth generation remodeler to work in the trades, Michael has 19 years of experience in construction, design, and remodeling. He has extensive experience with bathroom remodels, custom basement finishing, the design and construction of custom cabinetry and countertops, as well as deck design and construction. His breadth of experience also includes custom kitchen remodels, living area additions, the remediation of existing poor quality construction, and myriad handyman projects including interior & exterior painting, entryways, siding, roofing, windows, and flooring.

Michael joined the Case team as a Remodeling Consultant in 2003. He quickly proved to embody the Case spirit of excellence and was honored with the Case All Star Award in 2004 and the Raul Rozales Rising Star Award shortly thereafter. In 2006, he was promoted to the position of General Manager of the Virginia offices whereby he oversaw the daily operations of a team of approximately thirty Remodeling Consultants, Project Managers and Craftsmen and was responsible for the fiscal well-being of the region. In that role, he also partnered with Case Franchise owners on a local and national level to provide guidance and assistance with their businesses.

Upon his return to Maryland in 2009, Michael resumed working directly with clients and continues today to apply creative, personalized solutions to each project. He believes in carefully listening to his clients, providing honest advice, and maintaining continuous communication throughout each project. Michael truly enjoys what he does; working with people to see an idea come to fruition.

Michael lives in Bethesda, Maryland with his wife, daughter and two terriers. He enjoys giving back to the community and was instrumental in establishing Case's partnership with HomeStretch, a non-profit organization that helps families get back on their feet. (www.homestretch-inc.org) In his spare time, he enjoys completing home remodeling projects, traveling, golfing, reading, and general outdoor activities.

Education & Credentials:

- University of Massachusetts, B.S. in Psychology
- Certified Remodeler (CR) as designated by the National Association of the Remodeling Industry (NARI)

Additional Points of Merit:

- Recipient of multiple Guild Quality "exceptional performance" customer feedback assessments
- Awarded Top Gun sales honors multiple times by Case
- Recognized by Case for consistency in sales and project quality
- Projects have been featured in Case calendars (2007 & 2008) as well as in numerous marketing materials
- Featured in Washington Post Sat. Nov. 21, 2009 article titled "At Home with Work"

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Clients For Life