

Greg Borden

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Experience

Project Manager / Quality and Experience Manager, JB West Roofing Siding Gutters

MICHIGAN CITY, IN / DEC 2023 TO PRESENT

- Established and streamlined QA processes.
- Managed diverse installation projects, delivering on time and under budget.
- Integrated Pella Windows into product offerings and sales processes.
- Guided clients through large-loss insurance claims, documentation, approvals, and restoration.
- Built and deployed a project management dashboard with an AI chatbot doing semantic search over a vector database.
- Designed and launched a proprietary inventory control application now in active internal use.

Residential Builder, Akamai Building & Home Improvement LLC

BENTON HARBOR, MI / MAY 2023 TO PRESENT

- Designed and built custom decks and outdoor living spaces using composite, hardwood, and specialty materials.
- Delivered precise, high-end finish carpentry including custom staircases, railings, and trim details.
- Managed client relationships from initial consultation through project completion, ensuring alignment with budget and vision.
- Oversaw subcontractors and ensured compliance with building codes and safety standards.
- Maintained full responsibility for business operations including quotes, invoicing, materials, and timelines.

Site Supervisor, Tom Gold Construction

NEW BUFFALO, MI / MAY 2022 TO MAY 2023

- Directed daily operations for high-end residential projects, ensuring quality and compliance.
- Served as primary point of contact between architects, designers, clients, and subcontractors, ensuring project alignment and clear communication.
- Coordinated inspections and maintained strict compliance with local and state building codes.
- Mentored field crews, supported issue resolution, and upheld a safe work environment.
- Delivered projects with a focus on craftsmanship, communication, and quality control.

Construction Manager, Build Rite Construction LLC

SODUS, MI / AUG 2021 TO MAY 2022

- Directed day-to-day operations across multiple custom home builds and remodels.
- Managed budgeting, material ordering, safety compliance, and on-site labor as needed.
- Coordinated inspections and ensured all work complied with local building codes and company safety standards.
- Developed and maintained project schedules, adapting to unforeseen challenges and change orders to keep projects on track.
- Fostered effective communication between clients, design professionals, and site crews, resulting in high client satisfaction and repeat business.
- Tracked job costs, managed purchase orders, and ensured resource allocation aligned with project budgets.

Purchasing Manager and Estimator, Community Home Builders

SAINT JOSEPH, MI / MAR 2020 TO AUG 2021

- Improved procurement processes, reduced costs via vendor negotiations.
- Led detailed material takeoffs and full-scope estimating for residential construction and remodeling projects, ensuring precise pricing and resource allocation.
- Developed bid packages and managed competitive vendor quotes for various trades.
- Created and tracked purchase orders, negotiated bulk pricing, and maintained strong vendor relationships to reduce lead times.
- Implemented inventory controls and material tracking processes to minimize waste and improve jobsite readiness.
- Assisted in value engineering, providing cost-saving alternatives during design development.

Construction Manager, Build Rite Construction LLC

SODUS, MI / NOV 2016 TO MAR 2020

- Directed day-to-day operations across multiple custom home builds and remodels.
- Managed budgeting, material ordering, safety compliance, and on-site labor as needed.
- Coordinated inspections and ensured all work complied with local building codes and company safety standards.
- Developed and maintained project schedules, adapting to unforeseen challenges and change orders to keep projects on track.
- Fostered effective communication between clients, design professionals, and site crews, resulting in high client satisfaction and repeat business.
- Tracked job costs, managed purchase orders, and ensured resource allocation aligned with project budgets.

Project Lead, Abayla Contracting Services Inc

SAN RAMON, CA / 2013 TO 2013

- Directed rehab and renovation projects for timeshare condo units, focusing on quality control and adherence to deadlines.

Operations Manager, Stewart Builders LLC

KAILUA-KONA, HI / 2006 TO 2012

- Implemented prefabrication innovations, cutting build times and reducing waste significantly.
- Directed operations across multiple concurrent housing developments, overseeing scheduling, procurement, and workforce allocation.
- Collaborated with clients, vendors, and local officials to ensure timely inspections and delivery of finished homes.
- Supervised construction managers, provided hands-on leadership in the field, and implemented safety procedures across all sites.

Account Manager, MWB Building Contractors

ROCKLIN, CA / 2003 TO 2006

- Led production framing and siding on up to 60 houses per week, managing field operations for a crew of more than 250 employees.
- Oversaw daily field operations for labor crews, aligned material deliveries with build schedules, and ensured quality installation per builder specifications.
- Acted as primary liaison between general contractors and MWB field teams, resolving site issues quickly and supporting production continuity.
- Maintained scheduling accuracy and labor productivity to meet tight builder timelines across multiple concurrent projects.

Area Manager, Mark Scott Construction

WALNUT CREEK, CA / 2001 TO 2003

- Managed multiple concurrent insurance rehab and repair projects for residential clients throughout the region.
- Managed all permitting, inspections, and documentation to meet both municipal regulations and insurance provider requirements.
- Coordinated trades, developed schedules, and ensured adherence to insurance scope of work.

Laborer to Foreman, Early Career Progression

1992 TO 2001

- Built a strong foundation in construction through progressively responsible roles.
- Developed hands-on knowledge in framing, finishing, site coordination, and team supervision.

Certifications and licenses

- Licensed Michigan Builder, State of Michigan, #242300274
- OSHA 30-Hour Construction Safety Certification, OSHA, #06877114

- Authorized Climber/Rescuer (ComTrain), ComTrain, #6486-40425-57
- VSI Certified Vinyl Siding Installer, Vinyl Siding Institute, #29361
- Deckorators Certified Pro Installer, Deckorators

Skills

AI and agents

Custom AI agent design and deployment (OpenAI Assistants API, Anthropic Claude API), Agent harness and multi-agent orchestration, Custom GPT development, Prompt engineering and LLM integration, AI workflow automation, Conversational AI and chatbot deployment, AI-powered research and data gathering, Business process automation via AI

Software and web

Web integrations and API connectivity, Tool stack design and selection, Product requirements documents and project briefs, Advanced Microsoft Excel, Microsoft Office Suite, Google Workspace, Buildertrend and Acculynx project management software, On-Screen Takeoff, AutoCAD

Construction operations

Construction project management, Quality control and safety compliance, Team leadership and personnel oversight, Vendor and client relationship management, Blueprint and contract interpretation, Custom carpentry and residential building, Regulatory compliance, Training and staff development, Dispute resolution, Field data collection and reporting

Estimating and purchasing

Budgeting and estimating, Materials procurement and supply chain management, Siding, roofing, and window product knowledge, Sales and business development

Insurance restoration

Insurance claim escalation, reporting, and rebuttal, Large-loss claim documentation and restoration coordination