

CURRICULUM VITAE

Background

Kent Klaser is a long-time tile and stone industry professional with over twenty-six (26) years of professional experience. He learned the craft of installing tile and stone in a family owned commercial contracting business. He has been certified as a Ceramic Tile Consultant (CTC) through the Ceramic Tile Institute of America (CTIOA) since 1998. He became the family companies responsible managing officer (RMO) for the California contracting licenses, C54 Tile (Ceramic and Mosaic) in 2008 and a C29 Masonry license in 2012. Kent served as a board member for National Tile Contractors Association (NTCA) and serves on the NTCA Technical Committee that helps establish industry standards. He serves on and participates in TCNA, ANSI, ASTM, and NTCA committees. He is a member of the Construction Specifications Institute (CSI) and has been certified as a Construction Document Technologist (CDT). He is the qualifier/RMO for active California contracting License #1008576 and Sole Owner for License #1009299, both with classifications C29 & C54. He graduated with a Bachelor of Science degree in Business Administration in 1995. Kent is considered an expert in tile and natural stone installations.

Professional Experience / Work History

KLASER CONSULTING, INC. dba Tile & Stone Consultants **July 2015 – Present**
President and Owner, Industry Expert and Project Consultant

Through commercial and residential installations and forensic experience in the tile and stone industry, he offers a unique perspective to clients that need expert help. He has been designated as an expert witness in many legal cases performing all aspects of tile and stone industry legal support. He provides expertise with forensic investigations, cost of repair analysis, and quality control with new and repair projects for everything from material selection to application. With a successful track record in all aspects of ceramic tile and stone specifications in various commercial and residential applications, he helped drive proper industry standards for project success.

CERAMIC TILE AND STONE CONSULTANTS, INC. **July 2017 – Dec 2019**
Consultant, Tile & Stone Expert, Forensic Investigator

Experience included site inspections, quality control inspections, cost of repair analysis, and all aspects of project management in forensic job inspections from preparing job inspection forms to drafting detailed written reports. Performed expert witness responsibilities including document reviews, giving deposition, and general legal support. He wrote apprenticeship program content scripts for the NTCA online apprentice program. He helped update their respective online industry educational courses, University of Ceramic Tile and Stone, as well as provided expertise in developing case precedent for industry standards.

KLASER TILE COMPANY, INC. **March 1996 – June 2017**
Vice President, Operations
(October 2007 – June 2017)

Klaser Tile Company was a commercial tile installation firm that had been in business for forty-four years in San Diego, Ca. The company was well known for establishing the adhered veneer specification standard for the industry. Klaser Tile worked on prestigious projects such as Petco

Park, the Immaculata at the University of San Diego, the NAMM building, Calloway Golf corporate headquarters, among many others. During his tenure in the family business he helped grow and maintain revenue through developing key long-standing relationships, finding new opportunities, and attracting talent vital to the company's success. While VP of Operations he not only continued all sales, estimating, and project management but also worked with ownership on strategic guidance, developed new market business, and implemented cost control tracking systems.

Senior Project Manager
(January 2002 – October 2007)

During this time for the company his role was to manage projects, which resulted in efficiency improvement and margin increase on most projects. He managed every project from estimating through job close out.

Project Foreman
(January 1999 – January 2002)

As the Project Foreman he learned every facet of the project requirements. From personnel management to product design and application, including bidding and estimating. At this stage he took over all purchasing activities from rough materials to large custom cut to fit natural stone projects.

Tile Finisher / Tile Installer
(March 1996 – January 1999)

After graduating college, he jumped right into the family business as a tile finisher. He was able to get a hands-on training of proper application of product. This job helped to shape his knowledge and expertise for ceramic tile and adhered veneer application. He then learned the skills and became a tile installer setting ceramic tile and natural stone on a wide variety of project and applications.

Education

California State University Long Beach — Bachelor of Science Business Administration
Area of concentration: Management California 1991 - 1995

Special Qualifications

- Certified Ceramic Tile Consultant (CTC), Certified through the Ceramic Tile Institute of America since 1998
- Certified Construction Documents Technologist (CDT) through CSI
- National Tile Contractor Association (NTCA) Recognized Consultant
- RMO/CEO/PRES CA License #1008576 C29 Masonry
- RMO/CEO/PRES CA License #1008576 C54 Tile (Ceramic and Mosaic)
- SOLE OWNER CA License #1009299 C54 Tile (Ceramic and Mosaic)

- SOLE OWNER CA License #1009299 C29 Masonry

Additional Professional Activities

- Tile Council of North America (TCNA) Handbook Committee Member (Voting Member)
- ANSI A108 American National Standards Institute Committee Participant
- ASTM C18 Dimension Stone Committee member
- ASTM C21 Ceramic Tile Committee member
- Ceramic Tile and Distributors Association (CTDA) Technical Committee member
 - 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024
- Natural Stone Institute (NSI) formerly Marble Institute of America (MIA)
- National Tile Contractors Association (NTCA) Technical Committee Voting Member
 - 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023
- National Tile Contractors Association (NTCA) Methods and Standards Committee participant
- Past Board of Director of the National Tile Contractors Association (NTCA)
- Materials and Methods Standards Association (MMSA) participant
- Crossville Laminan Large Porcelain Tile Training Course
- Develops content for National Tile Contractors Association (NTCA) online apprenticeship program
- Ceramic Tile Institute of America (CTIOA) past presenter of Ceramic Tile Domes topic for CTC courses.
- Multiple time judge for National Tile Contractors Association (NTCA) Five Star Awards Program
- Fuse Commercial Flooring Alliance – Presenter of Estimating Tile and Stone Projects topic during the Ceramic Tile Technical Update Presentation at the 2018 Annual Conference, New Orleans, LA.
- Fuse Commercial Flooring Alliance – Presenter of Tile Flooring Failure Case Study Presentation during the Ceramic Tile Technical Update Presentation at the 2019 Annual Conference, Orlando, FL.



- Presenter/Instructor of Installing Ceramic Tile & Natural Stone Properly, Hands on Course at an in-progress construction site for Boswell Construction, Beverly Hills, CA, September 20, 2019.

Published Articles by Kent Klaser

- **Procuring Natural Stone – A Step-by-step Process for Success**
NTCA TileLetter, December 2015 – Reviews the process of procuring natural stone for projects to avoid potential problems.
- **Natural Stone – Unlimited Potential**
NTCA TileLetter, April 2016 – Reviews the benefits and varying applications that natural stone can provide for a commercial project.
- **Stone Trends – Grays, Whites, Silver Marbles, Quartzites and Basalts Reign; Polished, Heavy Textures and Light Scoring Bring Surface Interest**
NTCA Trends, 2017 – Reviews the natural stone products that are leading the market place in sales.
- **Spot Bonding/Directional Troweling**
CTDA This Week, February 9, 2021 – Reviews the problems associated with spot bonding of tiles and the proper methods to achieve correct adhesive mortar coverage.
- **Inspection of Finished Tile Installations**
NTCA TileLetter, May 2021 – Reviews the processes of inspecting finished tile assemblies and how installers can avoid common problems.
- **Managing Customer Expectations**
CTDA This Week, February 8, 2022 – Reviews the importance of setting realistic customer expectations as they relate to tile, setting materials, and installation.