

Pete Duncanson

Director of Systems Development for Disaster Restoration

ServiceMaster Restore

CMR, CMRS, MFSR, MWR, MTC

Pete has been with ServiceMaster since 1985. He has worked in all facets of the franchise business including technician, manager and franchise owner. Spending over 10 years in the Chicago market as business owner and distributor he learned the business from the ground up.

Since 1995, Pete has served on eth corporate staff for ServiceMaster. His responsibilities have ranged from Information Technology and Systems design to Regional consultant. He implemented a system wide adoption of the Xactware software platform from 1996 through 2000.

In March 2000, Pete joined the Disaster Restoration Department, where he was responsible for Training and System Development and Implementation. His responsibilities include technical development for Disaster Restoration program and systems. The development and adoption of the procedures utilized by the franchise network for Water, Fire, Mold and trauma services. He has been a key member of the development and leadership teams and assisted in bring the proven systems to insurance customers.

In addition to his responsibilities in training, Pete is a valued resource in research and development of new products and systems used within the ServiceMaster brands. His is currently responsible for training of new franchise owners for all of the Franchise Services Group for business management and technical cleaning protocols. He also serves a technical resource and consultant for water, mold and specialty loss situations. He has been called on by insurance companies and serves as an expert witness to provide consulting services when other restoration companies are performing recovery services.

Pete is a member of The IICRC Board of Directors since 2009 and is currently in his third term as Chairman of the Board. He is also active with RIA, ACAC and IAQA. He holds many industry certifications including Master Water Restorer, Master Fire and Smoke Restorer and Master Textile Cleaner through The Clean Trust and is a CRM (Certified Mold Remediator) and CMRS (Certified Mold Remediation Supervisor) through the IAQA. Additionally he is a certified instructor through the IICRC in Water, Fire and Odor Control.

Pete has a Bachelor's Degree in Computer Science and Business Management, from Concordia University in River Forest, IL. He is very active with the Boy Scouts of America. Pete has served as a Scoutmaster for over 20 years, as well as many national training related positions.