

**1. What types of businesses do you own and operate and what services do they provide? And how did you come about them?**

I currently own Cain Contracting, Inc. and Reliable Cain Heating and Cooling, LLC

I purchased Cain in April 2001, Cain is a Service-Disabled Veteran Owned an MBE, General Contracting Company. In addition to being a GC Cain Provides CM services and subcontracting services to include rough carpentry and general trades packages.

I purchased 50% of Reliable in 2016. Reliable provides Commercial and Residential HVAC services.

**2. When did you complete the Goldman Sachs 10,000 Small Businesses enrichment program and why did an experienced owner/operator, such as you, pursue this advance line of business education?**

I completed the Goldman Sachs 10KSB Program in December of 2018. I chose to apply for the program because I am a firm believer that you can never have enough education. I finished my MBA in 2000 and have not been evolved with any formal business education since that time. I heard about the GS10K program and felt it was the best way for me to refresh and stay current on Marketing, Negotiation, accounting, HR and Management skills. Little did I know I was actually getting Masters level training. I would highly recommend this program to entrepreneurs of all skill levels and educational backgrounds.

**3. Tell us about the valuable time commitment required to become successful during the new training experience?**

The GS10SB program is a great training tool, however as with anything you need to be committed and put in the time necessary to be successful. For me to be successful in the program I dedicated a minimum of 20 hours per week. This included class time, group time and study time.

**4. How was the application process and were you kept abreast of your status during the process?**

The application process was easy but also tedious. It forced you to look at your business, especially the accounting of your business during this process.

**5. Did you find the course work to be helpful within your business? If so, how?**

The course work was perfect. Every class someone would come in (including me) and tell the class how something the week before applied to a meeting, negotiation or general aspect of the business.

**6. What two major take a ways did you get from being involved in the program?**

My major takeaway was that I am now a part of a larger cohort of business owners that I can call on for advice and guidance.

The second is the knowledge to run my business more efficiently.

**7. Would you recommend the program to others and why?**

I would highly recommend the program to others. As I said previously regardless of your educational level or experience level you will get something from the program. An example is accountants gained negotiation and HR skills while HR professionals gained accounting skills.

**8. Since your completion of the program, has your future business outlook changed for the better or worse and why?**

My business outlook has increased drastically since completing the program. I implemented my growth plan, which allowed me to offer different services and increase revenue. When I entered the program, I did not have access to capital or bonding. Since completing the program in December, I now have a bonding program in place and a line of credit with The Harbor Bank of Maryland.