



CUSTOMER SERVICE GUIDE | FALL 2023

— CELEBRATING — **90 YEARS**

WE'RE PROUD TO HAVE SERVED YOU SINCE 1933



**TOP
WORK
PLACES**
2023

THE PLAIN DEALER

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Year After Year!

TOP
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PLACES
2022

TOP
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PLACES
2021

TOP
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PLACES
2020

TOP
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2019

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2018

TOP
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PLACES
2017

TOP
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PLACES
2016

TOP
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PLACES
2015

TOP
WORK
PLACES
2014



FAMOUS
SINCE 1933



Experience Our Culture

Gain insight on Famous’ history, culture, customer support, and services at famous-supply.com/careers

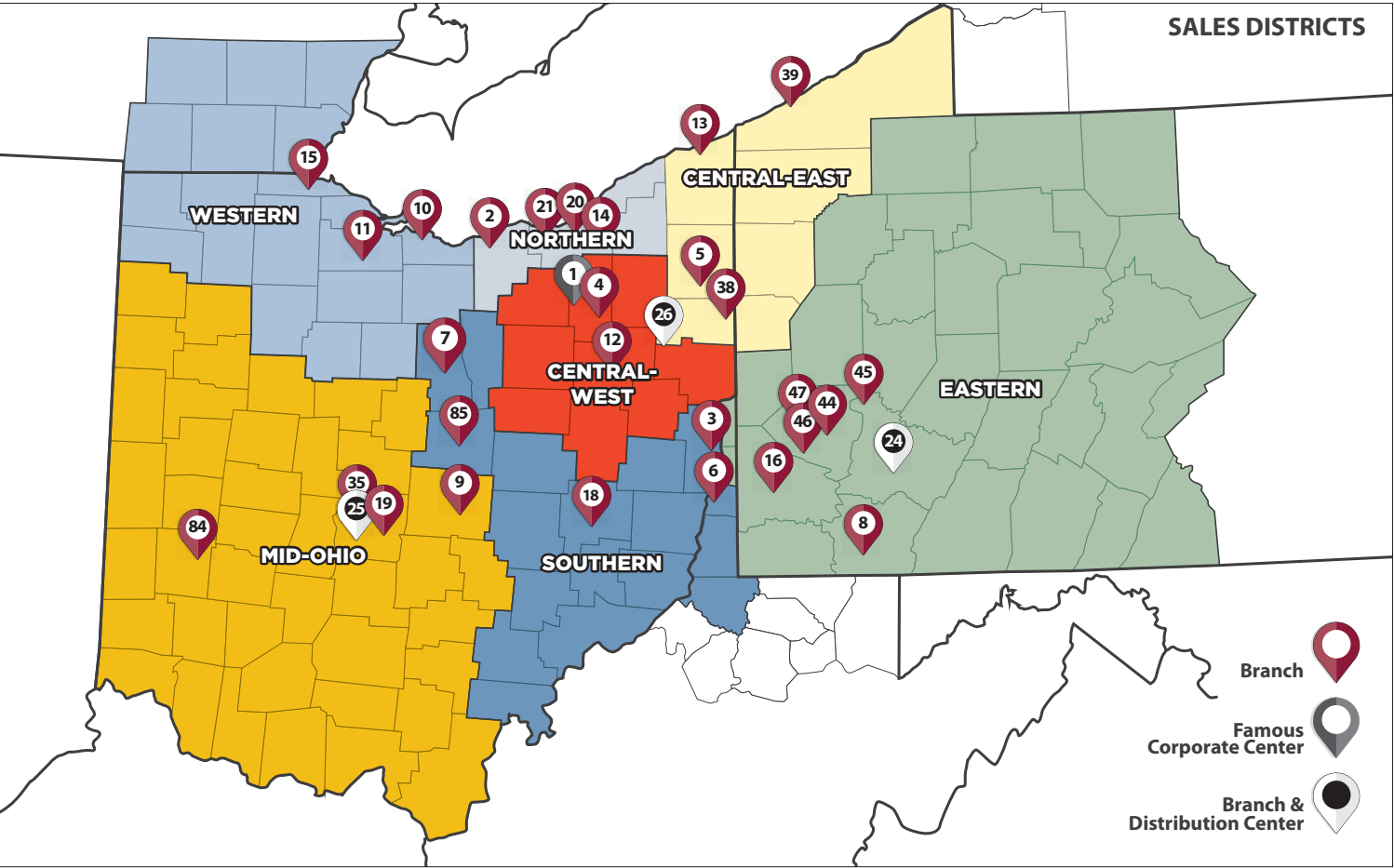
Established in 1933, Famous Supply is a fourth generation family-owned company.

Famous specializes in **HVAC, Plumbing, Industrial, Building Products, and Training**. As a wholesale-only business, Famous Supply treats every Customer with a commitment to quality and personal service. We sell into the residential, commercial and industrial market segments for new construction, replacement, repair, remodel, parts and service. Famous’ product offering gives our Customers opportunities to continue to grow.

Founder Hyman Blaushild’s mission was to supply heating contractors in Cleveland, Ohio with the products, parts and services they needed to deliver comfort during frigid Northeast Ohio winters. What began as one branch on Woodland Avenue has grown to **31 branch locations, 3 distribution centers, 9 kitchen, bath, and home showrooms, and 18 Famous University classrooms**. The company has evolved into one of the industry’s premier distributors of HVAC, Plumbing, PVF, and Building Products.

“When I think about where we are as a company, where we’ve been and where we’re going, it’s exciting because our future is bright. We respect our heritage and our tradition, and work to innovate and evolve. It’s all about our people. Our people care and they’re working as a team, and that makes it all worthwhile”.

-Marc Blaushild, President & CEO



FAMOUS SUPPLY BRANCHES

BRANCH	BR #	BRANCH	BR #	BRANCH	BR #	BRANCH	BR #
Akron	4	Columbus East	19	Mansfield	7	Sandusky	10
Ashtabula	13	Columbus West	35	Melwood	44	Steubenville	3
Bedford Heights	14	Columbus RDC (DC Only Location)	25	Mount Vernon	85	Toledo	15
Bethel Park	46	Dayton	84	New Kensington	45	Uniontown	8
Byesville	18	Erie	39	Newark	9	Warren	5
Canton	12	Famous Corporate Center	1	North Hills	47	Washington	16
Cleveland East	20	Fremont	11	Pittsburgh - RDC	24	Wheeling	6
Cleveland West	21	Lorain	2	Sebring - CDC	26	Youngstown	38

CDC - Central Distribution Center – RDC - Regional Distribution Center

DISTRICT SALES & BRANCH OPERATIONS MANAGEMENT TEAM



Chris Murphy
VP of Sales, East
25 Years Industry Experience
c 724.813.4941
cmurphy@famous-supply.com



Stu Bennett
Northern District
Sales & Operations
34 Years Industry Experience
c 216.780.2390
sbennett@famous-supply.com



John Brock
Central-East District
Sales & Operations
12 Years Industry Experience
c 330.635.1164
jbrock@famous-supply.com



Mike Campana
Lorain District
Sales
6 Years Industry Experience
c 440.949.9992
mcampana@famous-supply.com



Michael Eckert
Eastern District
Sales & Operations
28 Years Industry Experience
c 412.720.9174
meckert@famous-supply.com



Jim Huber
Central-West District
Sales & Operations
35 Years Industry Experience
c 330.607.8395
jhuber@famous-supply.com



Rick Wank
Eastern District
Industrial Sales
47 Years Industry Experience
c 412.389.9913
rwank@famous-supply.com



Ron Sink
VP of Sales, West
42 Years Industry Experience
c 419.230.7693
rsink@famous-supply.com



Brad Abrams
Southern District
Sales & Operations
31 Years Industry Experience
c 740.219.9821
babrams@famous-supply.com



Don Short
Western District
Sales & Operations
22 Years Industry Experience
c 419.260.9152
dshort@famous-supply.com



Chris Wiersma
Mid-OH District
Sales & Operations
22 Years Industry Experience
c 614.294.3500
cwiersma@famous-supply.com



Megan Ellison
Director of True Partner
Solutions
10 Years Industry Experience
c 330.592.0055
mellison@famous-supply.com

PROUD TO SERVE YOU

CELEBRATING 90 YEARS

Even after 90 years, Famous continues to look towards improving and getting better at what we do. Brian Blaushild, fourth generation, says, "I truly feel we're as young of a company at 90 as you can possibly be. While we respect and take tremendous pride in our history, we're constantly looking towards the future with a focus on innovation and continuous improvement, so we can ultimately serve our customers better. Our purpose has been and will continue to be Building Meaningful Relationships for Life."



1920's

1922 Hyman Blaushild with his brother Bennie before he immigrated to the United States from Latvia to become a sheet metal contractor



1930's

1933 Hyman Blaushild founds wholesale distributor Famous Furnace on Woodland Avenue in Cleveland, Ohio



1940's

1946 At age 13, Jay Blaushild begins working as a warehouse and delivery associate at Famous Furnace's Cleveland branch



1950's

1950-56 Famous begins to rapidly expand. Adding five branches within a six year period



1960's

1960 Famous Furnace is officially renamed Famous Supply due to expanded offering of plumbing and building products



1970's

1970 Hyman Blaushild passes away and Jay Blaushild moves into role of President



1980's

1984 First NE Ohio Expo is held

1980-88 Famous Supply adds six branches and two showrooms within an eight-year period



1990's

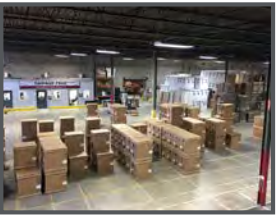
1998 Famous begins investing in technology, purchasing computers along with an ERP system



2000's

2005 Central Distribution Center opens in Sebring, Ohio; Famous University is established

2006 Marc Blaushild moves into role of President and CEO



2010's

2014 Regional Distribution Center opens in Columbus, Ohio

2015-19 Regional Distribution Center opens in Pittsburgh, Pennsylvania; Launched Stream33, Bright33, Craft33 & Breeze33



2020's

2020-21 Branches open in Mt. Vernon, Ohio, Dayton, Ohio, and Erie, Pennsylvania

2022 Jay Blaushild passes away.

MEET OUR

EXECUTIVE LEADERSHIP TEAM

LEADERSHIP TEAM



Marc Blaushild
President & CEO
c 216.513.3481
mblaushild@famous-supply.com



Brian Blaushild
VP of Business Development
c 216.526.4658
bblaushild@famous-supply.com



Peter Bastulli
Chief Financial Officer
d 330.968.2313
pbastulli@famous-supply.com



Jan Bauerdick
VP of Distribution & Logistics
c 740.485.5795
jbauerdick@famous-supply.com



Nick Ezzone
VP of Supply Chain
d 330.968.2428
c 330.805.5141
nezzone@famous-supply.com



Vicki Feola
VP of Marketing & eCommerce
d 330.968.2356
vfeola@famous-supply.com



Scott Heldreth
CIO & VP of Technology
d 234.706.3528
c 330.388.0940
sheldreth@famous-supply.com



Jenn Laughlin
VP of National Contractors
c 330.472.6666
jlaughlin@famous-supply.com



Dave Lynch
VP of Business Development
d 330.475.8238
dlynch@famous-supply.com



John Palermo
Executive VP of Sales & Branch Operations
d 330.968.0937
c 330.472.5553
jpalermo@famous-supply.com

We are here for you.

Please feel free to contact any member of our team, at any time, for any reason.



DISTRIBUTION CENTERS

DELIVERING OUTSTANDING SUPPORT



Northeast Ohio Central Distribution Center

Famous Supply of Sebring | 350 Courtney Rd, Sebring, OH
330.938.6350

- 350,000 Square Feet
- +\$40 Million in Inventory
- +50,000 SKUs in Stock
- 25 Docks
- 3 Drive-In Doors
- 2 Overhead Cranes
- Pipe Inventory up to 24"
- Express Will Call
- Next Day Delivery
- Open & Operating 7 Days a Week
- Valve Actuation Center
- Backflow Training Facility
- Bradford White 24/7 Commercial Water Heater Delivery



John Shultz
Operations Manager
10 Years Industry Experience
p 330.938.6350 x 26122
c 330.608.3894
jshultz@famous-supply.com



Matt Adams
Customer Service Manager
8 Years Industry Experience
p 330.938.6350 x 26113
c 614.802.1068
madams@famous-supply.com



Drew Hart
Warehouse Shift Manager
12 Years Industry Experience
p 330.938.6350 x 26115
ahart@famous-supply.com



Dave Vernon
Transportation Manager
16 Years Industry Experience
p 330.938.6350 x 26117
c 330.414.8714
dvernon@famous-supply.com



Jerrod Selinsky
Director of Transportation & Logistics
18 Years Industry Experience
c 330.417.2907
jselinsky@famous-supply.com

LOGISTICS TEAM SEBRING

Columbus Regional Distribution Center

Columbus Regional Distribution Center | 711 Distribution Dr, Columbus, OH
614.643.2377

- 160,000 Square Feet
- +\$15 Million in Inventory
- +19,000 SKUs in Stock
- 16 Docks
- Pipe Inventory up to 24"
- Will Call
- Next Day Delivery
- 3 Shifts (24/5)
- Bradford White 24/7 Commercial Water Heater Delivery



Matt Endicott
Operations Manager
8 Years Industry Experience
c 216.218.6955
mendicott@famous-supply.com



Rick Harris
Transportation Manager
7 Years Industry Experience
p 614.981.2758
rharris@famous-supply.com



Joe Volmar
Inventory Manager
9 Years Industry Experience
c 614.704.8060
jvolmar@famous-supply.com



Laura Adams
DOT Compliance Coordinator
16 Years Industry Experience
p 330.938.6350 x 26108
ladams@famous-supply.com



Laura Burgess
Logistics Specialist
17 Years Industry Experience
d 330.968.0870
lburgess@famous-supply.com

Pittsburgh Regional Distribution Center

Famous Supply of Youngwood | 72 East Hillis St, Youngwood, PA
724.404.4021

- 325,000 Square Feet
- +\$17 Million in Inventory
- +15,000 SKUs in Stock
- 16 Docks
- 4,000 Square Foot Counter Area
- Pipe Inventory up to 24"
- Express Will Call
- Next Day Delivery
- 3 Shifts (24/5)
- Engineered Product
- Famous University® Training Center
- Bradford White 24/7 Commercial Water Heater Delivery
- Knowledgeable and Experienced Sales and Technical Teams



Chad Miller
Operations Manager
24 Years Industry Experience
c 412.689.0472
cmiller@famous-supply.com



Greg Wareham
Logistics Manager
14 Years Industry Experience
c 724.219.9111
gwareham@famous-supply.com



Artie Mulheren
Warehouse Manager
19 Years Industry Experience
p 724.404.4021 x 24111
amulheren@famous-supply.com



Nissey Johns
Logistics Specialist
9 Years Industry Experience
c 330.958.4733
njohns@famous-supply.com



Sheri Osborne
Fleet Coordinator
5 Years Industry Experience
c 330.314.6010
sosborne@famous-supply.com

CUSTOMER SUPPORT CENTER

PROVIDING FAMOUS SERVICE: 1.800.362.9532 Monday - Friday | 8am - 4:30pm

Famous Supply's knowledgeable and friendly team of associates specialize in Plumbing, HVAC, Building Products, Engineered Products, and Industrial & Mechanical PVF products.

Our Customer Support Teams allow your call to be transferred to the first available associate regardless of location. Our associates ensure that all of our customers receive world class service; processing your orders by telephone or online while offering you technical support and providing pricing, inventory, and delivery information. We are here to provide you with solutions so that you may better serve your customers.

ADMINISTRATION TEAM



Justin Earl
Administrative Assistant Lead
d 330.762.9621 x 84422
jjearl@famous-supply.com



Michelle Morgan
Administrative Assistant
d 330.762.9621 x 81101
mmorgan@famous-supply.com



Cat Pearson
Administrative Assistant
d 330.762.9621 x 81102
cpearson@famous-supply.com



Kathy Russell
Administrative Sales Support
330.762.9621 x 81100
krussell@famous-supply.com



Ashley Wagner
Administrative Assistant
d 330.762.9621 x 84349
amwagner@famous-supply.com

CENTRAL WARRANTY TEAM



Jennica Messmore
HVAC Warranty Specialist
d 330.968.0888
jmessmore@famous-supply.com



Zach Kolman
Purchasing Team Lead
p 330.762.9621 x 81222
zkolman@famous-supply.com



Marilyn Davis
Purchasing and Central
Warranty Coordinator
c 216.285.9634
mdavis@famous-supply.com



Theresa Meyer
Purchasing and Central
Warranty Coordinator
p 330.762.9631 x 84254
tmeyer@famous-supply.com

INSIDE SALES



Willie Barr
Inside Sales - HVAC
d 330.968.4526
wbarr@famous-supply.com



Tim Frutschy
Inside Sales - HVAC
d 330.968.2344
tfrutschy@famous-supply.com



Tim Smith
Inside Sales - HVAC
d 330.968.0528
tsmith@famous-supply.com



Bob Blackburn
Inside Sales - Plumbing
d 330.968.2344
bblackburn@famous-supply.com



DJ Coblenz
Inside Sales - Plumbing
d 330.968.0813 .xt 84354
djcoblenz@famous-supply.com



Sean Hrabusa
Inside Sales - Plumbing
d 330.968.0526
shrabusa@famous-supply.com



Tim McQueen
Inside Sales - Plumbing
d 330.968.2349
tmcqueen@famous-supply.com



Paul Ratliff
Inside Sales - Plumbing
d 330.968.2309
pratliff@famous-supply.com



Rick Testa
Inside Sales - Plumbing
d 330.968.2464
rtesta@famous-supply.com



19 Convenient Training Locations + Online Classes

See back cover for more information

COMPREHENSIVE TRAINING THROUGH



FAMOUS

UNIVERSITY

TRAINING APPROVED BY STATE OF OHIO CEU, NATE,
& CITY OF PITTSBURGH



Greg Kinkopf
Famous University Administrator
& Product Specialist
18 Years Industry Experience
d 234.226.4920
gkinkopf@famous-supply.com

FAMOUS UNIVERSITY® provides educational programs to professional contractors and their employees in the Business, HVAC and Plumbing industries. Our highly trained instructors have created an innovative curriculum that provides industry professionals with courses, seminars, training, education and technology to better serve you and help raise the standards in the fields we serve.

Course schedules are located online at www.famous-supply.com/training

Enrollment Options

A variety of affordable, customized enrollment options are available to best suit you and your company.

Instructors

FAMOUS UNIVERSITY® is proud to offer an exceptional team of qualified Instructors serving the HVAC, Plumbing and Business fields.

Business Training

Famous partners with our HVAC equipment dealers by offering business training support services.

FAMOUS UNIVERSITY® TEAM



Ernie Chase
Hydronic Specialist & Trainer
28 Years Industry Experience
c 330.606.1252
echase@famous-supply.com



Mark Ham
Training & Technical Support
43 Years Industry Experience
c 330.704.7040
mham@famous-supply.com



Jeff Rosenblum
Training & Technical Support
26 Years Industry Experience
c 330.962.2491
jrosenblum@famous-supply.com



Ashley Wagner
HVAC, Famous University
Coordinator
1 Year Industry Experience
d 330.762.9621 x 84349
amwagner@famous-supply.com

HVAC EQUIPMENT

SPECIALISTS & SUPPORT: 330.475.8230



Elio Andreatta
Director of HVAC Products
36 Years Industry Experience
c 330.697.7461
d 330.968.0819
eandreatta@famous-supply.com

Our HVAC Team is dedicated to helping customers find better business solutions by offering a wide selection of equipment, ancillary products and training. We are available to help dealers explore new business segments while providing high quality service and support. The group is committed to strengthening the Famous presence in the HVAC wholesale industry and creating consistent value for our customers and supply chain partners. The HVAC group provides sales, service, and business training to our dealer partners while managing our processes with integrity and the highest ethical standards.



HVAC EQUIPMENT SPECIALIST TEAM



Mark Ham
Training & Technical Support
43 Years Industry Experience
c 330.704.7040
mham@famous-supply.com



Jeff Zofchak
Luxaire Equipment Specialist
40 Years Industry Experience
c 216.210.5680
jzofchak@famous-supply.com



Collin Murphy
Armstrong Air/Concord Equipment Specialist
27 Years Industry Experience
c 330.607.9092
comurphy@famous-supply.com



Bill Molica
Mitsubishi Electric Equipment Specialist
31 Years Industry Experience
c 330.858.2354
bmolica@famous-supply.com



Jeff Rosenblum
Training & Technical Support
26 Years Industry Experience
c 330.962.2491
jrosenblum@famous-supply.com



Ken Flesher
Armstrong Air/Magic-Pak Equipment Specialist
38 Years Industry Experience
c 419.681.0365
kflesher@famous-supply.com



Matt Penn
Breeze33 Product Specialist
16 Years Industry Experience
c 330.329.5882
mpenn@famous-supply.com

HVAC QUOTATIONS

SPECIALISTS & SUPPORT: 330.475.8230



Our HVAC Quotation Team is available for all HVAC commercial and residential quotations. Jim Harth and his team take ownership of all large plan specification and design build projects specifically focused on heating, ventilation and air conditioning.



HVAC QUOTATION TEAM



Jim Harth
HVAC Inside Sales Lead
16 Years Industry Experience
c 330.414.1300
d 330.968.0904
jharth@famous-supply.com



John Frase
Commercial HVAC Quotes/Sales Support
23 Years Industry Experience
d 330.968.0938
jfrase@famous-supply.com



Brad Kurtz
Commercial HVAC Quotes/Sales Support
49 Years Industry Experience
d 330.968.0658
bkurtz@famous-supply.com



Frank Platz, Jr.
Commercial HVAC Quotes/Sales Support
47 Years Industry Experience
d 440.787.2407
fjplatz@famous-supply.com



Dan Rarric
Commercial HVAC Quotes/Sales Support
28 Years Industry Experience
d 330.754.1946
drarric@famous-supply.com

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- FASTER CHECKOUT



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famous-supply.com

PLUMBING

SPECIALISTS & SUPPORT: 330.475.8231



John Adams
Commercial Plumbing
Quotations Manager
31 Years Industry Experience
d 412.742.3517
jgadams@famous-supply.com

Our Plumbing Team is dedicated to helping customers with quality products for residential, commercial, institutional, and industrial applications. Our knowledgeable associates are ready to help you be prepared for every service call, installation, and plumbing emergency. We carry a wide selection of in-stock products including water heaters, bathroom fixtures, pipe, repair parts and accessories.



PLUMBING QUOTATION TEAM



Sean Clark
Commercial Plumbing
Quotations
11 Years Industry Experience
c 330.808.1912
sclark@famous-supply.com



Bob DeChant
Commercial Plumbing
Quotations
32 Years Industry Experience
d 330.968.0645
bdechant@famous-supply.com



Vici Hohman
Commercial Plumbing
Quotations
30 Years Industry Experience
d 567.342.0282
vhohman@famous-supply.com



Randi Kane
Commercial Plumbing
Quotations
6 Years Industry Experience
d 234.226.4905
rkane@famous-supply.com



Ryan McGee
Commercial Plumbing
Quotations
4 Years Industry Experience
d 412.902.40527
rmcgee@famous-supply.com



Josh Piccolo
Commercial Plumbing
Quotations
1 Years Industry Experience
c 412.452.3829
jpiccolo@famous-supply.com

HYDRONICS & WATER HEATING

SPECIALISTS & SUPPORT: 330.968.2291



Tim Kiley
Director of Hydronics
and Water Heating
33 Years Industry Experience
c 412.527.6845
tkiley@famous-supply.com

Our Hydronics Support Team has decades of experience to serve you in the hydronic and steam heating industry. Our service provides the right product in the right application for the right installation in the most effective and efficient way. Our experienced team of hydronics and steam heating specialists will troubleshoot any existing hydronic or steam system, and update it to make sure it's performing at the most optimal level. We're FAMOUS for Hydronic Solutions.



WATER HEATER SPECIALISTS



Joe Arra
Water Heater Specialist
44 Years Industry Experience
c 440.785.2515
jarra@famous-supply.com



Eric Pratt
Water Heater Sales Specialist
31 Years Industry Experience
c 440.420.9645
epratt@famous-supply.com

HYDRONICS TEAM



Ernie Chase
Hydronic Tech. Specialist
29 Years Industry Experience
c 330.606.1252
echase@famous-supply.com



Michael Eckert
District Sales Manager
28 Years Industry Experience
c 412.720.9174
meckert@famous-supply.com



John Ellis
Product Specialist, OH
45 Years Industry Experience
c 440.759.2606
jellis@famous-supply.com



Doug Justice
Product Specialist, OH
44 Years Industry Experience
d 440.787.2950
djustice@famous-supply.com



Greg Kinkopf
Product Specialist, OH
18 Years Industry Experience
d 234.226.4920
gkinkopf@famous-supply.com



Matthew Marlowe
Product Specialist, PA
35 Years Industry Experience
d 724.404.4024
mmarlowe@famous-supply.com



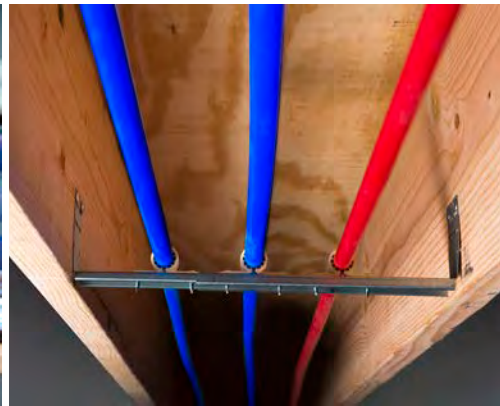
Terry Marsh
Product Specialist, OH
29 Years Industry Experience
d 330.968.0694
tmarsh@famous-supply.com



Jeffrey O'Dea
Product Specialist, OH
46 Years Industry Experience
c 330.414.0054
jodea@famous-supply.com



Richard Rovida
Product Specialist, PA
44 Years Industry Experience
c 724.672.0279
rrovida@famous-supply.com



PLUMBING SOLUTIONS FOR EVERY JOB.

Stream33 has everything AND the kitchen sink! From stop valves to tubular, faucets and bath accessories, we have everything you need to start and finish the job. Our mission is high quality plumbing products, priced right for our customers. Check out Stream33.com for the most up-to-date product offering and information.



Brady Rubin
Stream33 Product Specialist
c 440.292.5478
brubin@famous-supply.com
[Learn more at stream33.com.](https://stream33.com)



YEAR-ROUND COMFORT.

Breeze33 has a wide variety of HVAC products available for both home and office heating and cooling needs. Whether you need to take care of a hot or cold spot in an area or need to provide comfort to multiple rooms, Breeze33 has a versatile portfolio of products to meet your needs.



Matt Penn
Breeze33 Product Specialist
c 330.329.5882
mpenn@breeze33.com
[Learn more at breeze33.com.](https://breeze33.com)



DESIGNER CABINETS WITHOUT DESIGNER PRICES.

Craft33 provides high quality cabinets priced right. We know what it takes to build an attractive, high-quality cabinet for every room. Our cabinets are constructed of only the finest materials, and each cabinet is built to order right here in the USA by trained professionals.



Drenda Cloonan
Craft33 Product Specialist
c 216.389.4858
dcloonan@famous-supply.com
[Learn more at craft33products.com.](https://craft33products.com)



LIGHTING THAT CAN SAVE YOU MONEY.

Bright33 LED lighting is the energy-efficient solution for your lighting needs. Homeowners can use up to 80% less energy that lasts up to 25x longer than traditional lighting by switching to integrated LED lighting. Bright33 lighting fixtures come in a wide variety of styles to compliment an array of décor for traditional, transitional, and contemporary spaces.



Cindy Nunnari
Lighting Products Manager
c 330.388.2726
cnunnari@famous-supply.com
[Learn more at bright33.com.](https://bright33.com)



BUILDING PRODUCTS

SPECIALISTS & SUPPORT: 330.475.8233

Famous Supply is your wholesale distributor of high-quality building products and materials for residential, single and multi-family new construction and remodel. We offer an extensive selection of doors, windows, cabinets, counter tops, appliances, LED Lighting and even more related accessories to tie your project together.

Our Building Products Team is focused on enhancing the customer experience by providing superior customer service and offering a wide variety of products and training. Our team is available to assist you with kitchen and bath design, interior and exterior building products, and commercial/large project quotes. We appreciate the opportunity to assist you and work hard to provide a value that exceeds your expectations.



BUILDING PRODUCTS



Joel Heigley
Building Products Manager &
Multi-Family Cabinet Product Specialist
29 Years Industry Experience
c 740.219.9867
jheigley@famous-supply.com



Rob Sukenik
Window & Door Proj. Specialist
36 Years Industry Experience
c 216.906.4423
rsukenik@famous-supply.com



Adam Ambroziak
Window & Door Proj. Estimator
2 Years Industry Experience
c 216-903-2787
aambroziak@famous-supply.com



Famous is proud to be able to take a positive role in our communities. Together we provided 201,340 meals & supported 13 home repairs in the surrounding communities of OH, PA and WVA during 2022.



LED LIGHTING



Cindy Nunnari
Lighting Products Manager
30 Years Industry Experience
c 330.388.2726
cnunnari@famous-supply.com



Charley Thompson
Lighting Quotations
4 Years Industry Experience
d 330.268.7939
cthompson@famous-supply.com



Gloria Benavente
Lighting Estimator
10 Years Industry Experience
d 330.968.0813 xt. 84533
gbenavente@famous-supply.com



Brian Henderson
Project Manager/Inside Sales
18 Years Industry Experience
d 330.814.5694
bhenderson@famous-supply.com

CABINETRY



Katie Parr
Showroom Manager Central
OH & Showroom Cabinet
Specialist
15 Years Industry Experience
c 740.328.7244
kparr@famous-supply.com

Learn more about our philanthropy efforts at famous-supply.com/famous-gives-back.

MULTI-FAMILY / MRO & PROJECTS

SPECIALISTS & SUPPORT: 330.968.0704



Tanja Kozul
VP of Multi-Family
23 Years Industry Experience
c 216.406.6872
tkozul@famous-supply.com

Our Multi-Family Housing and Property Management Team specializes in new construction, renovations and MRO needs. We can help you with specifications, product options at various price points, design, layout, scheduling and coordination of your project from A to Z. Famous has one-stop solutions for HVAC, plumbing, cabinets, countertops, appliances, lighting, windows and doors. We have a great team in place that is ready, willing, and able to assist you!

MULTI-FAMILY OUTSIDE SALES



David Dame
Multi-Family/Business Development
25 Years Industry Experience
c 330.620.3788
ddame@famous-supply.com



Kayli Bookman
Multi-Family Outside Sales
6 Years Industry Experience
d 330.803.3771
khoy@famous-supply.com



Kevin Hoy
Multi-Family/MRO Outside Sales Support
25 Years Industry Experience
d 330.803.3771
khoy@famous-supply.com



Chris Justice
MRO Sales Specialist Columbus OH
11 Years Industry Experience
c 614.307.0875
cjustice@famous-supply.com



Chris Mileusnich
Multi-Family Outside Sales
18 Years Industry Experience
c 330.805.5102
cmileusnich@famous-supply.com



Mark While
Multi-Family Outside Sales
30 Years Industry Experience
c 330.803.6739
mwhile@famous-supply.com



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Melanie Staats
Director of Sales/NE Ohio
29 Years Industry Experience
d 330.968.2293
mstaats@famous-supply.com



Pat McConville
Outside Sales
7 Years Industry Experience
c 440.667.7672
pmcconville@famous-supply.com



Pete Isaacs
Outside Sales NW OH
16 Years Industry Experience
c 419.309.7509
pisaacs@famous-supply.com



Tony Panas
Outside Sales Western PA
29 Years Industry Experience
c 304.215.5304
tpanas@famous-supply.com



Chris Schirtzinger
Outside Sales Building Products Specialist
9 Years Industry Experience
c 614.869.6085
cschirtzinger@famous-supply.com



Jeremy Farrow
Outside Sales
5 Years Industry Experience
c 216.406.6480
jfarrow@famous-supply.com

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Jen Heischman
Multi-Family Manager
6 Years Industry Experience
d 330.968.2416
jheischman@famous-supply.com



Tabatha Mason
Coordinator, Support
10 Years Industry Experience
d 234.226.4929
tmason@famous-supply.com



Larry Verchio
Lead Project Estimator
36 Years Industry Experience
c 216.385.8949
lverchio@famous-supply.com



Amy Buzek
Project Management Lead
20 Years Industry Experience
c 330.612.6387
abuzek@famous-supply.com





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c 740.328.7244
kparr@famous-supply.com



Justin Cardenas
Showroom Manager
Northeast OH
20 Years Industry Experience
c 216.440.4374
jcardenas@famous-supply.com



Tina Cavaliere
Showroom Manager
Western PA
15 Years Industry Experience
c 724.674.6926
tcavaliere@famous-supply.com



Amber Swartz
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c 419.346.4232
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c 330.203.7147
mlebold@famous-supply.com



Dave Ross
Outside Sales
55 Years Industry Experience
c 216.469.9650
dross@famous-supply.com

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Valve Automation Tech
1 Year Industry Experience
p 330.938.6350 x 26105
dburrier@famous-supply.com



Gary Boyes
Senior Actuation Specialist
22 Years Industry Experience
p 330.938.6350 x 26300
gboyes@famous-supply.com



Sean Hrabusa
Inside Sales
17 Years Industry Experience
d 330.968.0526
shrabusa@famous-supply.com



Gary Moore
Actuation Specialist/Inside Sales
6 Years Industry Experience
p 330.938.6350 x 26300
gmoore@famous-supply.com



Janet Shahan
Inside Sales
d 330.968.0852
jshahan@famous-supply.com



Tony Zima
Actuation & Instrumentation
52 Years Industry Experience
d 330.968.2354
azima@famous-supply.com

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c 412.389.9913
rwank@famous-supply.com



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Rick Davis Jr.
Inside Sales
13 Years Industry Experience
d 724.404.4029
rdavisjr@famous-supply.com



John Molanick
Valve Automation
37 Years Industry Experience
d 724.404.4022
jmolanick@famous-supply.com



Jim Roberto
Outside Sales
1 Year Industry Experience
c 412.926.3077
jroberto@famous-supply.com

INSIDE SALES



Chuck Bauer
Inside Sales
38 Years Industry Experience
d 412.515.8826
cbauer@famous-supply.com



Gary Bevan
Inside Sales
17 Years Industry Experience
d 412.515.8833
gbevan@famous-supply.com



Jim Billeter
Inside Sales
12 Years Industry Experience
d 412.515.8847
jbilleter@famous-supply.com



Patty McGee
Inside Sales
1 Year Industry Experience
d 412.275.2741
pamcgee@famous-supply.com



Ryan McGee
Outside Sales
5 Years Industry Experience
d 412.902.4057
rmcgee@famous-supply.com



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Inside Sales
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d 412.515.8827
dmcnally@famous-supply.com

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