

# Mary Jane Robillard

**Location:** Providence, RI

**Position:** Kitchen Design & Sales • Kitchen Views at National Lumber



## HOW DID YOU BEGIN YOUR CAREER IN THE LBM INDUSTRY?

I followed my passion for interesting interiors and functional design into the retail remodeling sector where I learned the foundational principles of construction and what it takes to make a client's dream a reality.

## WHAT ARE SOME OF THE RESPONSIBILITIES OF YOUR POSITION?

Building client relationships by carefully coordinating multiple aspects of design and installation. I work with homeowners, builders, and architects throughout the industry on new construction and remodels supplying cabinetry, countertops, hardware, and more.

## WHAT ARE SOME OF THE BIGGEST CHALLENGES YOU FACE IN YOUR CAREER?

Properly setting homeowner expectations is of paramount importance. Product lead times are fluctuating in a way I've never seen before, and I have found that maintaining consistent communication during the entire process is the best way to meet these challenges head on.

## WHAT HAVE YOU LEARNED SINCE WORKING IN THE INDUSTRY?

I've learned to always keep a tape measure, work boots, and a hard hat in my car.

## WHAT ADVICE WOULD YOU GIVE TO ANYONE NEW TO THE INDUSTRY?

Keep an open mind to emerging trends, double check everything because even the smallest detail matters, and always think outside of the box for creative solutions.

## WHAT ARE YOUR PASSIONS OUTSIDE OF THE OFFICE?

When I'm not gardening or cooking with my husband and our daughter, you can find me checking out the vibrant local art and food that New England has to offer! 