



2018 Quarter 4 WINNERS!

Camille Cox, CAS Manager: Service Excellence

Camille is the CAS manager and is responsible for Customer Accounts. One of the accounts she is specifically responsible for is Walmart and she is their point of contact whenever there is an issue. She not only works long hours to keep their account current and makes sure that all their requirements are met so we get paid, but she will take calls any time – night, weekends, Holidays, it doesn't matter. Camille goes over and above and will do what it takes to solve their issue and make them happy. She is a big reason we have a good relationship with Walmart. *-Nominated by Kathleen Donahue, Applications Manager*



Pictured: Alex Fernandez & Camille Cox

Yadira Rosales, Representative, Customer Accounts: Commitment to Add Value



Yadira is our unsung hero. She is always there for our Customers and the Sales Team. Because she is in the Brea branch she doesn't always get the praise/thanks she deserves. I just want her to know how much me and my sales team appreciate her efforts. *-Nominated by Bill Ackerman, Account Manager*

Pictured: Yadira Rosales & Camille Cox



Jennifer Ayala, Dispatcher: Service Excellence



Jennifer jumped into PHX & MSA branches to dispatch on short notice. She started with 233 calls over 28 days on October 30th. Her current backlog of calls over 28 days is now 66. She has managed to close out \$156k in just under 4 months. Jennifer has worked long and hard on her backlog and still manages to meet all the technicians, Service Managers, and customers' needs.

-Nominated by Lisa Pitt-Cerecedes, Operations Supervisor

Nicole Maxey, Dispatcher: Commitment to Add Value

Over the past year that I've worked with Nicole on after hours, she has always been the employee most relied upon to help - often with no benefit to herself and sometimes in inconvenient circumstances. Her extensive background in Call Center and Dispatch make her an indispensable part of the Phoenix Source Team. Nicole is always friendly, always professional and I consider myself fortunate to work alongside her! Nicole consistently puts the company's interest ahead of her own. Source is fortunate to have an employee like Nicole! -

Nominated by Joanna Cordova, Dispatcher





2018 Quarter 4 WINNERS!

Donna Connolly, Customer Support Systems Specialist: Service Excellence

When I need to know the answer to the difficult internal questions, Donna is my first call. Prompt, reliable, accurate, no detail left unanswered or unasked, gets it right first time every time. Friendly, helpful and a pleasure to work with. Over the years I have learned that if there is someone who knows who to call or how or where something in our organization happens, I can always ask Donna and get the answer I need to get the job done. I cannot thank Donna enough for her patience, knowledge, experience and superior Service Excellence in support of the organization and its customers!

-Nominated by Corey Kastama, Regional Director

Alfredo Luevano, Technician, IT Support: Service Excellence

In multiple occasions, Alfredo has provided assistance to troubleshoot and fix technical issues minutes before important executive meetings. His willingness to help during time-sensitive moments while handling what could be stressful situations is commendable.

-Nominated by Juan Chavolla, Marketing Graphic Design Specialist



Pictured: Robert Leatherwood & Alfredo Luevano



Selvam Durairaj, Senior Software Developer: Commitment to Add Value

The datacenter move project required detailed planning and coordination across teams as well as solid understanding of the system dependencies. Various integrations in place needed to be maintained all throughout the move to ensure data consistency. Selvam went out of his way in helping us through out the various stages of the project in analyzing, testing and validating those dependencies and successfully complete the migration. He was also very resourceful in developing contingency plans where required with at most concern on systems availability to the business. Thanks to the countless hours of his dedicated effort, we were able to complete the migration successfully with minimal downtime to the business. I am extremely pleased to nominate Selvam for his Commitment to Add Value to the business and going out of his way work across teams to make sure we exceed expectations.

-Nominated by Tomy Joseph, Director Infrastructure

Selvam is constantly looking for ways to improve the users experience and be more efficient. Most recently we were tasked with new requirements around billing for Century Link's Level 3 entity. These changes are excel based and would be mostly manual for our billers. Selvam has reviewed those requirements and has designed new tools to reduce the amount of time it will take the billers to process those invoices. He also was a part of the Kaizen event for Field Quotes and was a big part of the resolution. These are only 2 examples of the value and impact Selvam has made here at Coolsys. He is constantly looking for ways to help users improve their processes as well as looking for ways to reduce human error. *-Nominated by Kathleen Donahue, Applications Manager*



Pictured: Tomy Joseph, Selvam Durairaj, & Kathleen Donahue



2018 Quarter 4 WINNERS!

Melissa Shellito, Credit and Collections Manager: Commitment to Add Value

We didn't have a direct boss for a few months then she came along and I feel like ever since she join Coolsys the collection department has a sense of direction and she's very friendly and her attitude makes us all be in a good mood and be more productive. *-Nominated by Ruth E Torres, Collector*

Melissa has turned around the credit and collection Dept. by implementing Credit applications for ALL customers and set credit limits in place. She has also made a better strategy to collect money from past due accounts and has succeeded. No other Manager has gone above and beyond to make this Dept. successful. Melissa has. *-Nominated by Rebecca Lopez, Administrator of Credit and Collections*



Pictured: Melissa Shellito & Dean Rossi

Ramona Mulder, Installation Support Operations Manager: Commitment to Add Value



Ramona continuously demonstrates a Commitment to Add Value and supports the entire Installation business in every region. Recently in December she helped facilitate a meeting with the Installation Management leaders in Houston, TX. She helped drive the conversation, reach agreement on many items, including improving guidelines around forecasting Installation Projects, reducing the number of cost codes to be used by the field and provided valuable back office support information to the GM's and RD's. She is one of many unsung heroes who do all the work in the background to insure that project's are accounted for and on track, every day and every month. She also is invaluable in training, educating and explaining to field managers the financial impacts of their roles. *-Nominated by Robert London, Director Operations, Installation*



2018 Quarter 4 WINNERS!

Mark Smith, Service Supervisor: Commitment to Add Value

mark has been able to stabilize the Tucson service dept. after a rough couple years with turnover and keeps the local customers happy. mark has great communication with the local store managers and I have received phone calls from them saying that mark is always on top of the issues and that he has a great personality and explains things in a way they can understand . *-Nominated by Mike Schaefer, Service Manager*

Michael Reed, Service Supervisor: Commitment to Add Value

Every time that I am in need of assistance dealing with something that I have never come across before or don't fully understand. Mike is more than willing to guide me through and teach me what it is, how it works, and what it is doing or if it is operating correctly. If I still don't understand or can't figure it out he comes out and assist me in the field. He is more than patient with me and everyone else in this department. Mike is a great leader and always goes the extra mile to ensure that the job gets done correctly. Every time that I am working with him I am always learning something new, Which in turn helps me become a more knowledgeable and better technician. *-Nominated by Justin La Plant, Service Tech Level 4*

Jerod Smith, Service Coordinator: Attitude

The last quarter of this year Jerod has been not only tasked with his daily duties but as well as added duties including customer 3rd party training and rejections for Sprouts, and year end inventory. The past month Jerod has also been organizing, and scheduling the inventory for the Phx, Msa, and New Mexico branches. Through all the added task and additional load of year end work, Jerod has kept a calm, level headed approach and made sure everything was done and ready for inventory. Jerod is an employee that should be recognized for his continues positive attitude and work ethic. *-Nominated by Jerry Dilley, Service Manager*



2018 Quarter 4 WINNERS!

James Mason, Service Tech Level 7: Integrity

Just wanted to recognize that Jim Mason is on who always watches out for his customers and the company. Jim never cuts corners and constantly does a great job. He models how to do it the right way. His customers and employees speak highly of him for this. *-Nominated by Bernie Igoa, Service Manager*

Leonid Panasyuk, Service Tech Level 6: Service Excellence



I am the team lead technician for the supermarket team in Seattle. Leonid is one of my best technicians on the team. I have never heard him complain about any job he has to face. Very often I have him do the most complicated calls. Not only does he complete the calls, he goes above and beyond for the customers. He will fix issues that are not even called in, just because he happened to see it while on site, as long as his NTE allows him to do so. Leonid is very quick learner who educates him self on his own time at home. He never holds back his knowledge and always shares with other techs. He is a pleasure to have on the team, and also a very valuable asset for the Seattle Branch. *-Nominated by Mikhail Lobets, Service Tech Level 6*

Frank Croak, Senior Project Manager: Service Excellence

Frank has always been there to assist me with customer or project questions. He communicates / responds to my questions / requests as soon as possible. He submits his projects with all of the needed details to process smoothly, which makes my job so much easier. Example of where Frank stepped up when he didn't have to: We were assigned to correspond with the GC over a project, I was unable to give the technical details and dates to them. Frank took over the communication without hesitation. This eliminated a lot of emails back and forth. *-Nominated by Aimee Rogers, Accounting Manager*



2018 Quarter 4 WINNERS!

Wes Sis, Project Manager: Commitment to Add Value

Although I've only worked with Wes, less than a year, he has proven to me to be exactly what Axiom / Coolsys Energy Solutions needs. He has set up processes and procedures, to not only assist me with the processing of the projects, but also with the customer to ensure they have all of the necessary documents / tools to release purchase orders as quick as possible and approve our invoices promptly. He always answers my questions in a way that I understand (I'm not technical or an engineer). Wes strives to streamline, standardize, teach, and provide the best communication and feedback to and from our customers. We need more Wes' in the company.

-Nominated by Aimee Rogers, Accounting Manager

Robert Phippen, EO Manager: Commitment to Add Value

Robert Project Managing and Installation skills made the difference as we finished the installations of 140 VFD in 4 months as part of a major energy reduction effort by CenturyLink. Roberts's responsibilities included management and quality assurance of subcontractors, 3 others EO members, as well as his own installation duties. Robert did managed that part of the project while being in the field full time cutting over and commissioning 90% of these VFDs himself. Robert also was responsible for the installation of 10 exhaust fan controls, dozens of damper actuators and much more. Roberts's contribution was an integral part of a larger project and required week after week of being highly organized, outstanding craftsmanship and excellent time management skills.

-Nominated by Mike Ellis, EO Manager



2018 Quarter 4 WINNERS!

Lorean Davis Burns, Total Rewards Manager: Commitment to Add Value

In 2018 Lorean and Harmony completely rebooted the back end systems that handle Benefits Administration for all Coolsys employees. Lorean and Harmony created the Coolsys Benefits Center, a user friendly place where employees can enroll in Benefits plans, make changes, ask questions and learn more about their Benefits. This site can be used by employees from all Coolsys companies and has been set up to accommodate the growth in Coolsys's future. Similarly, they established the Coolsys Leave Center. a hub for employees and the company to communicate and share documents and information when an employee needs to take a Leave of Absence. Leaves can be confusing and the Coolsys Leave Center makes it a lot easier to navigate. These accomplishments took imagination, persistence and old fashioned hard work, all done as a way to add value to employees. Well done!

-Nominated by Beth Goldstein, EVP HR



Harmony Diaz, Benefits Administrator: Commitment to Add Value



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confusing and the Coolsys Leave Center makes it a lot easier to navigate. These accomplishments took imagination, persistence and old fashioned hard work, all done as a way to add value to employees. Well done! *-Nominated by Beth Goldstein, EVP HR*



2018 Quarter 4 WINNERS!

Timothy Reed, Service Tech Level 5: Integrity

Timothy Reed has always been willing to go above and beyond the work necessary to complete the job. Every job that I have worked on with him he has always strove to make the customer happy and never cut corners. As a co worker working with him, he has always expected excellence from me and pushed me to do my best in every situation. *-Nominated by Chris kimsey, Service Tech Level 3*

Jeffrey Allen, Service Tech Level 4: Commitment to Add Value

Over the past few months we were awarded several projects from Walmart to install beer cases in Oklahoma. Jeff's role in the project was to work with the install team to assist in startup, complete any outstanding items and respond to warranty calls. These projects were spread out through the state with long drive times between the stores. Jeff spent many long days making sure he was where he was needed, when he was needed. He did an outstanding job putting the finishing touches on these to projects and taking care of very few warranty calls. Jeff's dedication and commitment to our customer helped us meet our customer's expectation. *-Nominated by Kevin Finlay, Program Manager*

Dustin Schultz, Foreman-EMS: Attitude

Dustin's always a standup guy. He goes the extra mile and helps all different areas of the company. On an install he is usually helping to set cases and will then jump on the help with the piping and then will trim and drain the cases on top of doing all his ems work. I always look forward to working with Dustin and cannot day enough good about him. *-Nominated by Norman welch, Apprentice 1- Ref*



2018 Quarter 4 WINNERS!

Efrain Delgado, Foreman-HVAC: Service Excellence

efrain Every walmart he does he is finish on time he seems to get all the stores done way before the due date he always working 110 percent I have not seen some one work that good in my 7 years at source service cool sys even the general contractor have even been been so impressed they take him out to eat and the end of each job i really think he has service in excellent *-Nominated by Felipe Banda, Journeyman-Ref*

Timothy Provencio, Service Tech Level 6: Commitment to Add Value

Tim started with Source in 2018 with 20+ years experience in the trade, and has become a go to technician in our area. Biomat is a specialty customer of ours which has complicated HVAC equipment running at their sites. Tim has taken the lead on several repairs at Biomat, including having an open line of communication with the customer to come up with improving the equipment they already have. Tim's recommendations in replacing the shraider access ports with angle valves to reduce the risk of refrigerant leaks in their main freezers is a prime example of Tim's commitment to add value to the customer for the longevity of our business with Biomat. We also recently compliments from Biomat maintenance regarding Tim's work and communication. *-Nominated by Ron Johnson, Service Manager*



2018 Quarter 4 WINNERS!

Joe Opalomino, Service Supervisor: Commitment to Add Value

In CA we are always pushing to make sure that calls are closed out in an appropriate number of days to ensure that the customer is happy all while increasing revenues and our bottom line. Joe has worked tirelessly with both field teams and office support teams to ensure that the ORC team is always on top. Joe takes initiative in addressing high-risk items with his SM and with his office support staff. He and Claudia Vega have worked together to keep ORC open tickets at an all-time low! Joe is a great teammate and an asset to the company, Thank you, Joe! *-Nominated by Michelle Aburto, CA Ops Manager*

Joe has been the most consistent performer on our team including leading by example. Joe works closely with our technicians in the field as well as our office like dispatch and purchasing. Joe has led the way on our team to drive down our older open follow up work orders and his commitment to this has ORC service leading the way in staying up to date on follow up work orders. This adds tremendous value to the business as Source will be paid on completed work orders and our customers will have the completion of repairs in a timely manner. All of this is Commitment to add value. *-Nominated by Ron Johnson, Service Manager*

Hector Rodriguez, Service Tech Level 2: Attitude

Since being hired hector has always displayed a positive attitude, is respectful, and a great employee to work with. he constantly is striving to learn new knowledge and advance his skill in the company. He listens to and follows Instruction while in the field, I believe his attitude and personality is a great example of how a field technician should behave.

-Nominated by Michael Mendes, Service Tech Level 6

This guy never says no and takes on whatever job you throw his way. I've noticed him not treated well by management and he continues to work even harder and learn more. We need more techs like him

-Nominated by Joshua Vanden Dries, Service Tech Level 5



Claudia Vega, RST Representative: Commitment to Add Value

Claudia has weathered many storms as a dispatcher with obstacles to get the job done being thrown her way. Claudia remains steadfast on providing the best possible service to our customers, as she is the link between getting the service calls, contacting customers directly for scheduling, and having our technicians show up when we say they are showing up. This is not always as easy as it sounds! Claudia has worked closely with myself in getting calls completed in a timely manner. Claudia is leading the way in Southern California in driving the older calls to get completed, scheduling the PM's to get done on time, and of course getting to our reactive service calls. This has all been getting handled by Claudia including sending help to other departments. As a result of Claudia's service excellence ORC service has the lowest 4 week and older service calls pending in Southern California. Which in turn helps the business be more profitable and happy customers to get the repairs completed at their sites. -

Nominated by Ron Johnson, Service Manager

Claudia Vega has been part of the CA RST crew for over a year now. She had to adapt to a different team and different processes, she demonstrated a strong work ethic by pushing to be the best on the team all while being a supportive hand to those around her. She is dependable, follows through with all of her commitments all while maintaining a positive attitude. It is such a delight to work with someone who is so kind, caring and a total bada\$\$ all at the same time. Claudia, you are appreciated and your hard work does not ever go unnoticed by all those around you. We are lucky to have you as part of the team.

Thank you for being you. *-Nominated by Michelle Aburto, CA Ops Manager*

Claudia Vega consistently goes above and beyond to support her teammates in the office and field. She has worked with her team to drive down the aging calls in ORC, going from the most to the least amount of aging calls over the past year. She excels at backlog management and supports her teammates in her region with PM and reactionary service call support on a daily basis. Claudia is supportive and diligent in all she does, she's always willing to go above and beyond for the team, and she encompasses all of the values of a great employee including service excellence, integrity, and attitude. She always comes in with a smile on her face, encourages her teammates, and her colleagues and customers are positively impacted by the work she does on a daily basis.

-Nominated by Keisha Thomas, Operations Supervisor



2018 Quarter 4 WINNERS!

Jose Quiroz Rivera, Installation Supervisor: Attitude

No matter what the situation, Jose always comes to work every day with a problem solving attitude. He is relentlessly prompt and polite, and works to solve problems himself without pushing issues off on others. He is a joy to work with day in and out! *-Nominated by Tasha Renegar, Installation Coordinator*

Mike Williams, Service Tech Level 7: Commitment to Add Value

Excellent leadership, always willing to help out, Dedicated to his team, and is willing to give Technical Support 24/7, under any Circumstance *-Nominated by Scott Lee, Service Tech Level 3*

Stacia Carrow, Service Coordinator: Integrity



When we suddenly lost an employee only days before an inventory audit, Stacia stepped in and went above and beyond. She worked with Veronica Dang tirelessly to correct the mistakes and omissions left behind by a previous staff member, and got everything organized and cataloged properly. She did whatever it took to get the job done and made sure it was an honest and up to date record of where we stood. She is now filling in for that position until we can find a replacement, and has not complained about the additional duties one time. Her integrity and attitude does not go unnoticed by her peers! *-Nominated by Tasha Renegar, Installation Coordinator*

Pictured: Stacia Carrow & Tasha Renegar



2018 Quarter 4 WINNERS!

Thedys Melendez, Purchasing Agent: Service Excellence

Ted handles our purchasing for all jobs in the Southeast division seamlessly. He is always quick to get things done, makes minimal mistakes, and is able to speak to any job I ask him about. He took on another area with much more volume without complaint. He demonstrates Excellence in service for his position day in and day out, and I consider him an expert in his area!

Nominated by Tasha Renegar, Installation Coordinator



Pictured: Veronica Dang, Ted Melendez, Tasha Renegar, and Bryan Fullen

Carlos Lindo, Service Tech Level 6: Commitment to Add Value

Carlos is essential in the SE for training new and existing technicians. He is highly technical and able to resolve any service issue. Carlos goes above and beyond to get the customer taken care of and help any technician in need. Carlos communicates well with the customer. Keeping them informed throughout the job (cradle to grave). Carlos's goal is to always meet or exceed the customers' expectations and he does an excellent job meeting that goal Carlos always invests his personally finances to ensure that he always has the best tool to complete the job and maintains an extremely clean and organized van, making for quicker repairs. Carlos is a team player and is one of the most dedicated employees I have worked with. Carlos takes every opportunity for additional training and knowledge and is constantly "giving it away" to other technicians. Customer Comments: Customer called and expressed how impressed he was with Carlos's knowledge and professionalism displayed throughout the job.

Nominated by Robert LaBonte, Service Manager



2018 Quarter 4 WINNERS!

Juan Chavolla, Marketing Graphic Designer: Service Excellence

I launched our new fleet management company and needed help adding a little pizzazz to the communication that was sent out to our team. Juan was extremely patience while I fumbled through my first video and my countless request to make changes to the announcements. His work is amazing and definitely going make a difference in communicating the important change. *-Nominated by Lisa Andersen, Fleet Manager*

Daniel Wilson, Project Estimator: Commitment to Add Value

I have had the privilege and honor to work with Daniel for more than 10 years here at Source Refrigeration, from the daily grind as field workers in HVAC Construction, to team members in Estimating/Sales, no matter what role he has had, Daniel gives no less than 100% into everything he works on. Having Daniel on our estimating team is invaluable to the company, he brings his knowledge from being a field worker and education from schooling to help better our estimating team, whether it's in his bids, assisting with coworkers, or working to expand the ease and use of the estimation tool we use (Plan Swift), he is available to us all, any time of the day or day of the week. *-Nominated by Brady Burri, Senior Project Estimator*



RSI

Spencer Curto, General Construction Foreman – Integrity

YOSEMITE!!

For continually pushing forward to complete this very complicated project

Nominated by Blaine Morgan

Way Chiu, Bay Area Service Manager – Commitment to Add Value

Way has shown great leadership out in the field with his technical knowledge and team support throughout the years. He is very well respected within the industry, Way's financial understanding on running his area branch and dedicated engagement with personnel truly makes him a valuable asset in our company.

– Nominated by Adam Tan





RSI

Justin Schwab, Refrigeration Service Technician– Commitment to Add Value

Justin is an up and coming technician in our industry. He has become a very reliable technician and has cultivated a habit of utilizing the “first time fix” mentality. He has shown great communication when resolving work orders. When closing out service calls Justin stays engaged with account managers and other team members. Skies the limit for Justin and he will only get better.

– Nominated by Adam Tan

Bianca Reveles, Dispatcher - Attitude

Bianca has repeatedly been the subject of good feedback from the field techs. Her positivity and communication style haven't gone unnoticed by the technicians in the field. In our world of constant challenges and dynamic personalities, it's good to know we have team members like Bianca who can keep the field techs productive and motivated in a trade where timing and attitude are critical to our service business. In reading some of the comments from our recent employee survey, one tech wrote”hire more people like Bianca in dispatch, she makes my job easier, and is always a positive voice on the phone. Her ability and follow through is second to none”.

– Nominated by Way Chiu





RSI

Tim Gray, Service Technician – Service Excellence

Tim was recognized by one of our customers. Lee Hemmingway from Target

“My name is Lee Hemmingway and I am the PMT at T-1428 San Leandro Bay fair Target. I'm emailing you because I would like you to know that your technician Tim is a great asset to your company. He's been here on a couple of occasions and his work is outstanding.

He is truly the guy that gets it done and he truly takes pride in his work. I feel that he is a great asset to your company and if possible, I would like him to come out on every work order that I submit to your company.”

– Nominated by Adam Tan & Way Chiu

Blaine Morgan, General Foreman, Construction – Commitment to Add Value

As the RSI Construction Superintendent Blaine manages employees and projects spread across Northern California. In this position he consistently goes above and beyond to add value to RSI. He makes sure that jobs are on track to ensure profitability for the company. Inevitably, some jobs will go off track, when they do he employs all possible means to regain profits to the organization.

– Nominated by Shawn Stevens



RSI

Theresa Golden, Project Manager – Service Excellence

Theresa has added a great deal of value to our relationship with Grocery Outlet. They are currently one of our largest customers, and as such can be difficult to deal with at times. Theresa provides them with a consistently high level of service, and responds to all of their requests quickly and thoroughly. She has built a solid business relationship with our main refrigeration contact within Grocery Outlet.

– Nominated by Shawn Stevens, Bob Thomas and Christi Willey



Judith Serra – Commitment to Add Value

Judy recently became the billing supervisor. Since that time, she has done an outstanding job working to remove obstacles that caused bottlenecks in the billing system. Under her leadership, the billing department makes and exceeds their weekly and monthly goals improving our revenue numbers.

– Nominated by Bob Thomas



RSI

Dave Eirstedt, General Foreman Service – Attitude

Dave is engaged with our everyday business as a service foreman. His daily tasks included ensuring and providing excellent service from our technicians to our customers base.

Dave exudes professionalism and provides top quality customer service to everyone. He can make good business decisions when times are hectic and or the work load is heavy. Dave always keeps his composure even when customers can be demanding and difficult at times.



When asked to step in to run a full-blown construction project for Grocery Outlet Alameda, Dave stepped in a very tough position as the project foreman was already. The project was midway through. His leadership and knowledge led the project to conclude successfully. Also, giving up some vacation he had planned out to complete the project. He was then asked to perform a similar task for the Turlock Walmart construction project. All the while keeping in touch with his service reports and being on call.

Dave is a great person and truly is an outstanding contributor to RSI.

– Nominated by John Nunez



RSI

Matt Atkins, Apprentice – Commitment to Add Value

Matt was voluntold to assist us with preparing for our year end inventory count. He was pulled from the field in October to organize the warehouse and to prepare a preliminary inventory count. He did an amazing job in the warehouse. He was able to make a significant improvement out there, by consolidating service and install materials, identifying what to keep and what to discard, and identifying Source part numbers for all service inventory. After he prepared the preliminary count, he took it upon himself to compare that count to the 2017 year end count and was able to identify two significant errors made in 2017. The work that he did at this time allowed us to build into our Q4 budget an inventory reserve that would cover the impact that would hit our financial statements at year end. Based on our level of confidence in both his commitment to add value and his integrity during this process, we identified him as the primary person responsible for doing our 2018 year end truck counts. Having someone we could rely on was a huge weight off of management's shoulders. Great job Matt!

– Nominated by Christi Willey