



## 2020 Quarter 3 WINNERS!

### **Bridget Miller, Human Resource Coordinator: Attitude**

Bridget has been extremely helpful and is always willing to pitch in to help outside of her department. She has come to my aid countless times and is always so positive while doing so. Her work can be trusted and she will not stop until it's done. She has been a huge support system to both my departments and myself. *-Nominated by Sheila Eash, Customer Service Manager*



### **Emily Gowen, Sub Contractor Coordinator: Service Excellence**



Emily has always gone above and beyond for the company, fellow employees and our customers. However in our most recent transition in Branch 95 she has been a great support to our new service managers and vendors. Emily is always one step ahead and provides support where ever it is needed. *-Nominated by Stephanie McCusker, Sub Contractor Branch Admin*

### **Jonas Gervais, Service Technician: Commitment to Add Value**

I have worked with Jonas as the Branch Manager for South Florida Branch for a year now. Jonas almost never misses a phone call and is knowledgeable of the branch. He spent a lot of time in the field this past year and still was able to keep up with each and every location and able to assist anyone that called him to ask questions. Jonas has a wonderful attitude and is great asset to BAS. I am happy to have Jonas as a lead technician to help guide our new branch manager as he learns the BAS customers. *- Nominated by Ladell Poe, Admin*



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### Richard Marano, Service Technician: Service Excellence

A newer customer Davita Tech has a location in Brandon, FL that we were called out to for the first time. Rick arrived to find severe neglect on the units and drain system. He worked late into the night to clear up the immediate issues. We were called out again to address issues in other areas. Both of these calls were late night calls as we had to wait until they were done treating patients. Rick came up with a long term solution to their problems which involves replacing rotting secondary pans and cleaning/repairing the drain system. Rick then volunteered to complete these repairs on Sunday as it's the only day they do not treat patients. This has led to a very positive relationship with the facilities administrator at this location. *-Nominated by Justin Larsen, Branch Manager*



### Chris Hearn, Apprentice 1-Refrigeration: Commitment to Add Value

I would like to nominate Chris Hearn for a gold coin award for excellence in service and attitude Chris has come a long way and doing a great job thank you very much for your time *-Nominated by Scott Little, Service Tech 1-HVAC*

Chris has added value to every job he's been on . Super knowledgeable about each job he's on. He helps keep each job running smoothly. Always ready to answer questions when brought to his attention . Chris is the man 🙌 glad he's apart of this crew!! *-Nominated by Casey Gleich, Apprentice 1-Refrigeration*

### Herbert Jones, Coordinator, Warehouse: Attitude

Herb goes above and beyond to make sure techs have what they need and ensures that everyone has a smile on their face with magic tricks. *-Nominated by Kenneth Levins, Service Tech 4-Refrigeration*

Herb is always willing to help, no matter what the job is! *-Nominated by Zeth King, Service Tech 6-Refrigeration*



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### **Mark Rotner, Regional Director, Service: Technical Expertise**

Mark has gone above and beyond to ensure the successful transition for technical training from in person to online. Mark has dedicated his time and showed his exceptional technical expertise. I am very grateful for all of the hardwork Mark has put into this project and continues to do so. *-Nominated by Jessica Smith, Employee Engagement Specialist*

### **Mary Lawson, Dispatcher: Commitment to Add Value**

Mary has been with the company 20 years, in various roles. Most recently she's been a primary dispatcher for the past year and a half, any business need we've had Mary has been willing to jump in and help. Whether it's supporting other regions for dispatch coverage requests, supporting other areas due to family emergencies, working in other capacities such as monitoring or creating POs, she's always been flexible and willing to do any role at any time to help support Social. It's challenging being moved around so often, but she has always been up for the challenge, and always been willing to help in any capacity. I appreciate everything Mary does not only for our team but for other teams as well, she is a key member of the Social RST! *-Nominated by Keisha Thomas, Regional Business Manager*

### **Ricardo Gutierrez, Purchasing Agent: Service Excellence**

Ricardo has been supporting multiple areas in purchasing for the better part of 9 months. The extent of what it's taken for him to support Social is huge, whether it required 10 hour days, weekends, taking on all the emergency requests, communicating updates on areas needing improvement/support, or mobilizing other team members, Rick worked his butt off to ensure we didn't go under as a region. His commitment to the business was second to none and we are truly grateful to have someone as hardworking and dedicated as Ricardo! *-Nominated by Keisha Thomas, Regional Business Manager*

### **Wendy Wester, Service Coordinator: Attitude**

Wendy is very supportive of the AP team. She is very knowledgeable in her own job duties and goes above and beyond to "get things done". She's supportive, positive, professional, and gracious. She's quick to help, even when something is not her responsibility. Thank you, Wendy! *-Nominated by Denise Guel, AP Manager*



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### Camilo Flores, Sr. Plumbing Designer: Technical Expertise

Camilo joined the firm a little over a year ago as a senior plumbing designer. Right from the start Camilo was willing to jump in and help with whichever project needed to be worked on. He's taken on many projects by himself, such as the BBVFD New Volunteer Fire Station 106, and The Goddard School - Veramendi. He has also helped with the plumbing design on numerous HEB store remodels and new stores. When we have plumbing team meetings he seems to be the first to volunteer for the project or the survey that needed to be done even during these crazy times. He'll work the hours required to meet deadlines and always has a good attitude.

He also brings great experience and technical depth to the project team with his understanding of plumbing codes and systems. We're lucky to have him on our team. *-Nominated by Alfred Hernandez, Sr. Plumbing Designer*



### Mark Gerstacker - Mechanical Designer: Integrity

I nominate this employee for the Value Coin as he deserves to be recognized for his great attitude, professionalism and willingness to listen and learn from others. He is a recent college graduate that comes in early every single day and gets straight to work. This nominee has grown so much in this last year without ever an excuse, always positive. *-Nominated by Dana McConnell, Executive Administrative Assistant*

### Mike Monsalve, Project Manager: Technical Expertise

I have worked with Mike off and on for several years on HVACR commissioning projects. Through out that time, Mike has been a tremendous help with providing technical support and acting as a sounding board for all things HVACR related. Mike is a subject matter expert in anything that he gets involved in. He takes the time to read and fully understand project related technical information. Additionally, Mike is in a constant process of evaluating his procedures to look for the most effective way to execute any given task. He maintains an open mind, which allows him to readily adapt to new situations. In this extremely competitive and constantly evolving industry, the ability to evolve and adapt to new projects helps to keep Cool Sys competitive. *-Nominated by Andy Burkett, Project Manager*



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### Christine Ryan, Manager, Billing: Commitment to Add Value

Over the past year I have seen Christine grown into an exceptional Manager. Not only has the billing department gone through many changes but we had the challenge this year of transitioning to work from home which Christine helped her team feel at ease. Christine has stepped in when we were short staffed, helping the team with questions they had and training where needed. She is always willing to help and not afraid to get in and do the work alongside the admins and does so with a great attitude. She is vital to our department and is very much appreciated. *-Nominated by Jaclyn Ramirez, Senior Manager, Billing*

### Louis Sandoval, Refrigeration Designer: Service Excellence

We do plenty of work for one of our largest clients which is HEB Grocery company. We do projects ranging from small projects to very large projects. On a recent project, we did a couple of remodels which included case replacements for stores HEB Austin 20 & 21. If you just took these two projects at face value, they seemed to be quick and easy projects. Louis discovered various cost saving measures as well as pointing out some items that the client had not considered. Even on the smallest projects, Louis's thoroughness and commitment to doing the right thing for the customer is very apparent and he is an asset to this team. *-Nominated by Frank Duran, Refrigeration Designer*



Louis Sandoval is very attentive to performing and providing the best engineering services to our clients. We perform many projects for HEB Grocery Company. We recently were awarded a number of projects across Texas, with tight schedules at various locations. We often have to field survey to confirm conditions, and perform field surveys in Austin, Houston, and Dallas proved to be a major task for our team. Louis was willing to put in long days to travel and perform the survey work so that these projects could move forward with accurate information, and be designed to meet the Owner's requirements. Louis even found cost saving measures and changes to the design that were needed on the Dallas/Southlake Central Market that increased our value to the Owner and improved the Owner's design and operations. Louis showed great value in serving our team and serving the client. *- Nominated by Thursten Simonsen, Director, Operations*



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### De'Anna Groves, Senior Billing Representative: Attitude

As a Senior Biller De'Anna assists other billers with daily requests. De'Anna always assists promptly and always adds a positive message. When we were still in the office she always had a smile on her face and spread positivity through the office. Now that we are working from home she has still managed to spread positivity through email. When assisting with a request she responds promptly and with a flower emoji and a genuine inquiry on how you are doing. I know it may seem small but in these unique times her small gestures have had big impact and I believe it is a great example of how a positive attitude can help motivate other employees to do and be better. *-Nominated by Ashley Kouris, Billing Representative*

### Haris Mahmood, M&A Integration Manager: Attitude

When my daughter was born in June, we had just closed a new acquisition and Haris was instrumental in carrying on the integration while I was out. When I came back to work, I was easily able to pick right up where I needed to and maintain the strong progress Haris made. This was all while he was in the middle of closing and integration a deal of his own so for him to do two of these simultaneously was definitely going above and beyond. Nothing was dropped and we stayed on track all thanks to his positive attitude and hard work. *-Nominated by Will Bouldin, M&A Integration Manager*

### Wes Walker, HRBP: Attitude



Wes has an incredibly positive attitude. Despite a very difficult year (both locally through a changing of the guard and overall), Wes is always cheerful and ready to tackle the next challenge. *-Nominated by Ken Lipinski, VP HR*



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### James Chuong, Manager, IT Service Desk: Attitude

This isn't really about a specific instance, more so the overall experiences and challenges we have overcome as a team due to James's leadership. From the moment he was hired on until now he has remained a constant positive energy, willing to assist with even the most menial task. James has brought a feeling of cohesiveness to this team with his can-do attitude. During the beginning of the Covid situation James was quick to control as much of the situation as possible to allow for a smooth Work From Home Experience. Now that this is the new norm he has been continuing to help us grow as a team, from helping with the ticket queue if needed to learning and implementing the new technologies at our disposal. *-Nominated by Mario Flores, Technician 1, IT Support*

### Jesse Melero, Technician 1, IT Support: Commitment to Add Value

Jesse returned from Paternity leave and did not lose a step in his technical skills and has the sense of urgency for supporting end users. He also leaped right into projects such as Microsoft Teams, Microsoft InTune to help with the implementation, as well as being a key part of IT Security to help ensure our emails and network are secured. He has played a key role in IT support and never shy to volunteer to help regardless of the time and day. *-Nominated by James Chuong, Manager, IT Service Desk*

### Tomy Joseph, Director of Infrastructure: Commitment to Add Value

Tomy is spearheading the initiative to unify CoolSys email accounts. This will have a huge quality of life improvement for our ability to communicate simply and easily across all elements of the company and is in-line with the OneCoolSys vision. Tomy developed the plan and presented it to Adam when he saw the need without prompting. *-Nominated by Ken Lipinski, VP of HR*

### Stephanie Villalobos, Coordinator, Wireless: Attitude

We recently had a new member join our Marketing team and on her first week experienced issues with setting up her assigned laptop. I reached out to Stephanie Villalobos with our IT Service Desk and explained the problem. Stephanie immediately reached out to the new employee and did what could be done to remotely troubleshoot the issue. Unsuccessfully, the problem with the laptop could not be easily corrected remotely so it had to be shipped back to the office where it was quickly fixed and returned ready to use. Through the course of things, Stephanie kept a positive and very helpful attitude while doing everything she could do to make sure the new employee had a working laptop as soon as possible. *-Nominated by Juan Chavolla, Marketing Graphic Design Specialist*



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### Andrew Garcia, Service Tech 1-HVAC: Service Excellence

From: Jennifer Larez <JLarez@legacyair.com>  
Sent: Friday, August 21, 2020 1:13 PM  
To: Ruben Valente <RValente@legacyair.com>  
Cc: John Hall <JHall@legacyair.com>; Angela Collins <ACollins@legacyair.com>  
Subject: FW: Rite Aid 6468 (Rancho Cucamonga, CA) - Need Help with Follow-Up  
Ruben,

Jason over at Rite Aid called me and had only great things to say about Andrew Garcia. He said Rite Aid greatly appreciates how he handled the call with the "squatters" and how he went above and beyond by cleaning up the mess, they were impressed with his professionalism. He said he's going to reach out to the Regional Director and suggest we get more locations due to the quality of techs we have.

Jennifer Larez  
Sr. Account Manager  
p: 480.450.5417  
1230 N. Simon Circle, Anaheim, CA 92806  
www.legacyair.com

*-Nominated by Angela Collins, Vice President, Administration*

### Gabriel Laza, Manager, Credit and Collections: Attitude

Gabriel began to work a little before the quarantine for Covid-19 began and even so he has managed to move his team forward by providing everything we need to work remotely and letting us know that our health and family are a priority. His support during the time I was sick with Covid and when I lost my father to the same disease was very important to me, his attitude has helped me to overcome these difficult situations and to be more motivated to work. I'm very grateful for his friendship and leadership at the same time. *-Nominated by Ruth Torres, Credit and Collections Rep*



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### Hudson Anderson, Service Tech Level 3: Technical Expertise

Everytime I work with Hudson, he is always on his A game. Very professional, knowledgeable, and he takes such great pride in his work. He is always helping me learn and grow as a tech. Anytime I need help, I know I can always count on him. The man exudes excellence and deserves every ounce of praise that he gets as a Service Tech. *-Nominated by Michael Brazzer, PM Technician*

Every branch has individuals that stand out various reasons and they should all be recognized. Hudson is one who really stands out for his level of technical expertise - much of it self taught. He has made himself one of the "go to" guys in the Phoenix market when there is a difficult job that is quickly turning south. On those jobs when it seems everything is going wrong - I can with confidence tell Hudson to "just go fix it" and know that it will be done. Hudson also is a technical expert for many other techs in the Phoenix market and beyond -always willing to be a resource for others. He's especially a resource to newer technicians who are just learning the trade and is always willing to assist. Hudson is one of the two Phoenix techs used to train new hires on the Legacy work flow and processes which sets new employees up for success. *-Nominated by Monty Parker, Service Manager*

Joining legacy as a new technician straight out of school I was anxious but excited to get into the field and start learning. Hudson was assigned as my trainer to teach me the daily tasks involved with my job. My time learning from him was an absolute privilege his wealth of knowledge and willingness to teach was unlike anything I could have imagined and has helped mold me into the technician I am today. Hudson continues to challenge me and push my knowledge and is always willing to help and answer my phone calls on and off the clock and had truly made my time with legacy a wonderful experience. *- Nominated by Conner Schutte, Service Technician*

Always able, and willing, to help with any problem. As far as tribal knowledge goes, he's the chief. Even on equipment that is totally new to me, he can tell me about it and help immensely *-Nominated by Jeff Glazener, Service Technician*



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### Hugo Estrada, Service Technician: Technical Expertise

I nominate Hugo for the value of technical expertise. Hugo is always willing to go above and beyond for our team. He is always willing to take an extra call and he regularly volunteers on holidays and weekends. Our team looks to Hugo to help share his knowledge in training/mentoring our technicians, he is always willing to go the extra mile. I can't tell you how many times I hear throughout the day "we should ask Hugo". Hugo has the willingness and ability to take on any task whether it be an extensive repair or install. He takes part in every aspect of the job as far as planning, problem solving unforeseen issues and making sure he gets the job done right. Overall the positive attitude that he brings to our team is unmatched, he is a huge asset to the OC TEAM. *-Nominated by Amy Flores, Legacy ASM*

There is often something to be said about an employee that adds value to a company. One that is always willing to help a fellow employee, one that shares best practices and one that selflessly gives up their time for the benefit of a company and its customers. In the words of Steve Jobs "Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do." This quote speaks to the person that Hugo Estrada is. One can tell that Hugo loves what he does and has embraced what it means to provide superior service. He understands and accepts his role as a key player in providing quality service to customers and his co-workers. Mr. Estrada often says, "I will take the call", "I can help", "I will take care of it", and "I got you". His intentions are always to support and ensure our customers are taken care of and that they know they are of utmost importance to us here in the Coolsys Light Commercial Division. It is for this reason that I nominate Mr. Hugo Estrada for the Commitment to Add Value Coin. Thank you in advance for your consideration. *-Nominated by Cherise Rader, Branch Manager*

How do I nominate one technician when I'm surrounded by many great workers in my team? It wasn't easy making this decision but this technician made it easy standing out from the rest. Being busy with emergencies can be overwhelming specially in harsh times we are all going through. This technician makes time out of his life to make sure stores are being service even when his NOT on call, he takes that 1 extra emergency to ease the load from every other team member. When you think you seen him perform to his full potential he surprises me how he installs any unit at any time and exceeds the customers' expectations. He is always the 1st tech to become available and the last to go home. He is a technician willing to guide a new apprentice. I nominate Hugo Estrada under the Coin Technician Expertise. *-Nominated by Maria Rosas, Dispatcher*



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### James Brown, Service Tech: Service Excellence

James has helped me in a lot of ways with his experiences in the field and has stepped-up my game. He really cares about this company; he means a lot to us here in Texas. *-Nominated by Jeff Robinson, HVAC Technician*

James is being recognized for all 5 values. His attitude, service excellence, integrity, commitment to add value, and technical expertise has been outstanding since arriving to Texas. His one-time service completion is excellent. His communication to store managers with the attitude Legacy will take of you and your equipment leaves store managers at ease. I send James all over the state and he never complains. James is a whatever it takes to get the job done. I could use more like him. *- Nominated by Kevin Wheeler, Manager, Service*

James has been the lone technician in San Antonio /Austin area for a while now and is constantly being sent out of town to cover calls from Brownsville to Laredo to Corpus to now in Dallas area. He goes wherever is needed without any complaint. He stays away from home for days/weeks at a time and is always talking with the other techs to help them out or show new ways to do things. His willingness to do what is needed to help out makes it very easy to be his dispatcher. I sincerely appreciate his attitude and making me laugh daily no matter what is going on. *-Nominated by Stephanie Musgrove, Dispatcher*

### Jason Jones, Manager, Installation: Service Excellence

Jason has been an excellent resource for the mid south region. As an estimator, I can always lean on Jason for information on projects. Jason has always made himself available for any concerns or issues and is extremely knowledgeable. I am confident he is one of the most deserving of a value coin for his service to the company. I have watched him navigate issues that seem complex and make them look easy. He is a wizard. *-Nominated by Carlos Lora, Project Estimator*



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### Jennier Davin, Dispatcher: Service Excellence

Ms. Prudence is a Facilities Director for the Fashion Square in Sherman Oaks, Ca. She can be a very challenging person to work with but very business oriented and professional. To our surprise she sent over an email yesterday, and yes it can as a shock! "Every time we get an email from her it's a shock" hahahaha but this time it was different. She was so impressed with Jennier Davin (our Central California Dispatcher) that she now wants to use Legacy Air as a vender to bid on their 2021 work. It all happened because one person made a great impression on a customer. That one person was Jennier Davin See email from Mrs. Prudence below:

Hello Jennier,

I know we have been working together from a far but now I want to set Legacy up as a vendor in our system to bid out future work and in 2021 I will also be bidding our preventive maintenance contract. @Laura Cho from my company will be sending you and email or call to gather whatever info we need, we already have your COI.

I currently have issues with 2 of our units that has soon as we get you into the system I will call you out for a proposal. We do all our bidding electronically via a program called Procure, hopefully you are familiar with this kind of system as it must be used for all Westfield Centers. Once you are in you are GOLDEN.

Please direct this email to a special account person so we can get this going. It was your attention to detail on the last Express crane lift that led me to invite your company to bid Fashion Square work... GOOD JOB!!

Thank you,

Prudence Maraia

Facilities Director - Fashion Square

*-Nominated by Donovan Taylor, Manager, Service*

### Ricardo Esquivel, Service Tech, Level 4: Commitment to Add Value

Ricardo is my team lead for my area and without him I could't be as successful as I am. He goes above and beyond helping with technical support to the lower level techs to be able to complete the job right the first time. He makes it a point to help set up techs for calls and throughout the day keep in close contact with me to make the day run smooth and efficient. He is a key component to keeping our branch running efficiently and keeping our customers served to the best of our abilities. *-Nominated by Steven Mojica, Service Supervisor*



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### **Russell Farris, Supervisor, Service: Service Excellence**

Russell really stepped up when we had a vacancy at the Service Manager position. He went above and beyond for every Technician, Customer, CAS member, billing agent etc. and really filled the void left in the absence of a Service Manager. Russell never made a single complaint of why he can't fix something and always found a solution to make sure that whomever had a problem got taken care of. I couldn't ask for a better representative of Service Excellence. *-Nominated by Jason Edwards, Regional Director, Service*

### **Danette Madrid, Dispatcher: Service Excellence**

During our summer months we were short handed and I was out in the field running running service calls, Danette had the opportunity to step up and help me out with the admin side of the Service Managers job. That is exactly what she did. She took the BULL BY THE HORNS and ran with it. With Danette's help we would have been in a very bad spot with the customers and upper management. We are now into Fall and we are still recovering from this summer, Without her stepping up we would be in a lot worse shape than we are now. Thank You Danette... *-Nominated by John Hyman, Service Manager*

### **Gilbert Pulido, Foreman- Refrigeration: Attitude**

I have worked with Gilbert on a number of projects this year and throughout that time he has always had a positive attitude. On numerous occasions I have had to ask him if he can work on Saturday and he has always responded with "I will be there and we will get it done". He deserves to be recognized for his Attitude, hard work, sacrifice, and dedication to getting the job done. *-Nominated by Jerod Smith, Project Manager*

### **Gregory Montoya, Service Tech, Level 3: Service Excellence**

During the summer we were short handed of manpower. Greg took extra calls and stepped up his telephone support. Pulled extra on-call shifts and helping out the on-call techs when he wasn't on-call, to help out the other techs, going above the call of duty many times to get the calls completed. *- Nominated by John Hyman, Service Manager*



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### Nathaniel Eckel, Service Tech, Level 3: Service Excellence

Here is an email sent to Robert Love, Nate's lead in Salem from a Safeway store manager in Lincoln City, OR. Nate was right on the spot getting a supermarket back on line after a problematic power outage. The customer's commentary says it all for Nate; the definition of service excellence for our largest customer in the NW. *-Nominated by Corey Kastama, Regional Director*

Received this email from our customer last night wanting to express his appreciation for Nathaniel's hard work, and dedication to the customers needs. Nathaniel is one of the hardest working, dedicated, and most selfless technicians I have ever known. It is a true honor and privilege to have him as part of my team, and he is a huge asset to our branch. Just wanted to pass this email along in hopes he can be recognized. Nathaniel is a one of a kind! *-Nominated by Robert Love, Service Tech, Level 6*

Robert,

As you well know I love to joke and kid. Well not today. I want you to know from me that Nate has been and is always a truly impressive tech. He is always willing to help and go the extra mile. I have spent a great deal of time with him through this power issue the last week and he has never been anything but helpful and cool under pressure. He works tirelessly and never shows anything but sincere interest in helping resolve our concerns. I could go on and on but I won't. Just know that he truly appreciate him. I consider him MY tech !

Thanks,

Randy Alimosy

Store Director

Lincoln City #415

### Robert Love, Service Tech, Level 6: Attitude

NW Oregon along with many other areas along the west coast have been significantly impacted by historically devastating wildfires in September. Throughout it all, the show must go on when it is safe to do so. Robert and his crew in Salem had a tall order in the form of a heavy service call load along with a looming deadline for the Q3 PM's with Safeway. Despite the long hours, closed roads and challenging conditions that the fires presented, the deadlines were met and the calls were handled. Much thanks to all of the men and women in NW Service that went the extra mile to meet the need. Robert and the team in Salem stand out. Well done and much appreciated. *-Nominated by Corey Kastama, Regional Director*



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### Max Powell, Program Manager: Attitude

Max jumped into a Walmart Cap Ex project Which was not going as planned. He quickly oriented and organized Himself with the project requirements, took care of the specific Walmart required tasks. He managed our sub contractor, assisted our local crew and ensured a successful outcome. *-Nominated by Robert London, Director Operations, Installation*

### Yvonne Solarez, Call Center Representative: Service Excellence

In June 2020, during or first week of training, our customer care trainer parted ways with the company. At the time, Yvonne Solarez was acting as support for the class and was willing to jump in and finish the training of our new hires. Once that class was complete we had a new hire class that was starting a week after. Yvonne partner with myself to create a training agenda based on gaps in the training that would benefit our new hires. With Yvonne's suggestions and overall engagement our new hires are better prepared and confident in their abilities to execute what we do here at CoolSys. Yvonne truly stepped up and delivered in our time of need. I don't know where we would be without her dedication to CoolSys, our customers and our Customer Care department. Thank you for all that you do. *- Nominated by Nathaniel Gordon, Supervisor, Call Center*

### Cody Parkinson, Service Tech 1-Refrigeration: Attitude

Cody is a good tech how has come a long way in a short time. Has good attitude with all other techs in the bay, hard worker. *-Nominated by Jaime Melendez, Service Tech 4-Refrigeration*

### Dave Eirstedt, Service Tech 7-Refrigeration: Technical Expertise

Dave Eirstedt volunteered to support a large-scale construction and start-up requirement for Circa-Las Vegas. Dave has spent nearly every week working in Las Vegas since the end of August, and will continue to do so for several more weeks, finishing the job in October. Dave's experience and leadership helped expedite the project time frame and allowed for a successful installation and startup. Dave's leadership and technical expertise far exceed the high expectations for an RSI Service Senior General Foreman, and will result in both a very satisfied customer and an extremely profitable job for RSI. *-Nominated by Robert Brinzer, VP / GM*



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### John Nunez, Service Manager, Sacramento: Attitude

John Nunez has displayed exemplary leadership in the face of numerous challenges in 2020. From managing this team through the COVID-19 pandemic to the servicing of the Safeway, John's team has maintained a high level of performance. In addition, his team has maintained a perfect safety record in 2020! *-Nominated by Robert Brinzer, VP / GM*

### John Zeh, Service Tech 4-Refrigeration: Service Excellence

John Zeh volunteered to support a large-scale construction and start-up requirement for Circa-Las Vegas. John has spent nearly every week working in Las Vegas since the end of August, and will continue to do so for several more weeks, finishing the job in October. John's work ethic and technical knowledge helped expedite the project time frame and allowed for a successful installation and startup. John's willingness to assist in a job far outside the normal RSI service area far exceeds the high expectations for RSI service technicians, and will result in both a very satisfied customer and an extremely profitable job for RSI. *-Nominated by Robert Brinzer, VP / GM*

### Denise Lux, Administrator, Salesforce: Attitude

Denise has been incredibly helpful in setting up custom reports for me and my team. Her technical knowledge is great, but what really stands out is her incredible attitude. She is always cheerful and happy to help. Technical expertise coupled with a killer attitude makes a huge difference to those you work with. She is easily in my top 3 favorite people to work with. *-Nominated by Mathew Park, Estimating Manager*

### Eric Smelser, Project Estimator: Attitude

There have been several times when Eric has stepped up and taken on additional work to help out other estimators and estimates quick turn estimates that come into the estimating with little notice. It is much easier to take the stance of, 'that's not enough time, they should have given us more notice,' and turn the estimate away. Instead, Eric has consistently rolled up his sleeves and said, "I will take it." His attitude and willingness to help anyone on the team really stands out and is very appreciated. I believe he is very deserving of the attitude coin. *-Nominated by Mathew Park, Manager, Project Estimating*



## 2020 Quarter 3 WINNERS!

### Byron Dubon, Installation Supervisor: Commitment to Add Value

Byron has shown numerous times over the years that he is a hard worker and wants the best for the company and the internal partners within CoolSys. He in the past month, has shown his dedication to this company and surpassed what the embodiment of this companies core values are. Byron is currently the PM for a multistate project for one of our strategic customers AHT Cooling. Since this project was given a start date, Byron has been readily available to each crew currently performing the SOW. CoolSys has crews from ABC, BRR, C&I MS, and his own local crew performing installs from NY, NJ, PA, DE, CT, and VA, and each of these state require our crews and Byron to be available 24/7. He has personally overseen multiple installs (all night work), driven between multiple states to offer each crew first hand guidance and never misses the opportunity to keep all CoolSys partners up to date with the status of each install and how the crews are developing during their installs. Byron has also taken on performing the PM role for these installs while utilizing a third party app for status reports and PM development, which he had never used and was asked specifically for this project. This may not sound like much, but when you couple his daily responsibilities outside of this project with working the odd hours to be available for each crew when they need assistance. driving back and forth multiple states, managing a home life. Taking on any additional "New time consuming report app" into an already pressing daily life, this is really something he could have brushed off or complained about. Byron has an unbelievable mindset and can-do spirit that in my personal opinion is so rare to find in this industry but also is a person in general. I never question his mindset and he is always open minded to outside perspectives, which truly make his a leader and not a boss. I'm very thankful for CoolSys to have brought this gentlemen up through the ranks and wish the best for Byron in his career. *-Nominated by Kenneth Burkett, Business Development Manager*

### Edgar Contreras, Service Tech, Level 3: Service Excellence

I have been fortunate to work with Edgar Contreras off and on for several years in Miami service. On multiple occasions, I have had store management compliment Edgar on his ability to resolve their problems. Most of these managers deal with tons of employees and vendors. For a store manager to remember AND speak positively about anyone, shows great technical ability and customer service skills. Building and maintaining customer relationships go a long way in this fast paced and extremely demanding business. Additionally, Edgar is a great technician that takes pride in his work, and will go the extra mile to solve problems. Miami Service makes great use of Edgar by having him help train new technicians. This is a great way to ensure that new technicians will start off with the tools to succeed. *-Nominated by Andy Burkett, Project Manager*



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### Michele Lyons, Dispatcher: Attitude

Michele is a new team member to the CooSys family. She goes out of her way to ensure the team in Fort Myers has what they need and understand what is needed of them to get the work completed for our customers. She stays positive when she engages with the team and works to help everyone. Michele's willingness to jump in where needed to ensure things are done, is just a little of her character and attitude. She is a value to the Fort Myers team. *-Nominated by Christina Moss, Manager, Regional Business*



### Shawn Soto, Foreman- Refrigeration: Attitude

Wow what a year! Between outside issues with Covid, customers pausing or canceling projects, area reorganizing, traveling to outside areas, bouncing between multiple projects, cleaning up issues from others and having to work closely with the RD (that me) Shawn has been a Rockstar! Never has he complained about what was on his plate week after week this year. Shawn takes the time to work closely with everyone he is around and smiles through it all. I wanted to thank Shawn for his great attitude and I truly enjoy working with him and happy to be part of his Team. *-Nominated by Bryan Fullen, Regional Director*