



2021 Quarter 4 WINNERS!

Andrew Donges, Service Technician: Safety Excellence

This gentleman has helped me learn what not to do while climbing a ladder and because of the incident has gotten Publix to move the roof hatch locks down to floor level. I believe he deserves this for teaching everyone a valuable lesson in safety. *-Nominated by Patrick Dean, Service Technician*

Andy Reid, Installation Foreman: Attitude

I would like to nominate Andy for a Technical Expertise Value Coin. Andy is always happy to give advice on what material to use on a project and or how to use it. He will suggest the proper tool for the job. I have asked his advice on multiple projects. He always gives a good, safe solution to problems. Andy's problem solving, and technical expertise add value to Tech Mechanical and make it a great place to work. *-Nominated by Michael Eovaldi, Account Manager*

I often find myself saying "I wish all our employees were like Andy". Andy is a team player and does an awesome job helping where help is needed. He will work in the field when we are short staffed and then head into the office to help plan upcoming jobs. He has a positive attitude and just wants to GET THE JOB DONE. Andy has worked at Tech Mechanical for over 30 years and has always been loyal to the company and people working here. *-Nominated by Megan Harder, Operations Manager*

Brittany Lane, Customer Account Specialist: Service Excellence

RSI has had multiple individuals on LOA. Brittany has been instrumental in helping our team maintain service excellence with a few of our accounts in the absence of the primary CAS assigned to these accounts. In the case of JLL, for example, Brittany worked with key members of our team to help ensure the client is satisfied with our services. Through her hard work and diligence, we have improved our compliance and improved our overall engagement and communication with the customer. Great job Brittany! *-Nominated by Jay Dacuycuy, Regional Business Manager*

Britton Pigg, Accountant: Commitment to Add Value

Britt has a great attitude and desire to use his technical knowledge of computers and software to automate tasks, analyze data, and make everyone's job easier. One particularly helpful report that he came up with is an up to the day job report for install. Our system takes time to report costs and he was able to go into payroll records, POs, credit card files, etc. and give the project managers more meaningful data. His efforts greatly improved margins and profitability and also created a great spirit of competition between the project managers to outperform each other. His ability to create spreadsheets, mine computer data, and automate processes have made life easier for everyone in the office. He also has a high capacity for learning as well as a high interest in learning more, he's extremely reliable and has great integrity. *-Nominated by Joseph Bourne, Area Controller*



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Camille Cox, Manager, Customer Experience: Service Excellence

Being at the front desk and taking on all sorts of customer service calls, I find myself in situations from time to time where I am unable to conclude who the best person to transfer a call to or best department. Camille has always been there for me in these situations, sharing her customer account experience and has helped me over the years understand more of what goes on behind the scene. I really appreciate the time and effort she puts into not only her work but helping others to fully accomplish theirs as well. *-Nominated by La Crishia Malcom, Receptionist*

Chris Hughes, Project Manager: Commitment to Add Value

Chris has constantly hit project schedule, is a pleasure to work with and operates with the big picture in mind. *-Nominated by Mike Ellis, Business Account Manager*

Christopher Pritchett, Install Technician: Commitment to Add Value

Chris has worked in service and now installation at Richmond. While performing service work, he values his work ethic and shows respect towards coworkers, peers and customers. Chris upholds his responsibilities on the backend as well as on the front lines. *-Nominated by Liz Shaw, Office Supervisor*

Chris has been a long time reliable employee for Richmond Refrigeration. his commitment adds to the value of our company. *-Nominated by Robert Hicks, Service Manager*

I have had the pleasure of working along side of Chris for many years. Chris has a dedication to the company like no other. he takes great pride in his workmanship and company values. He is the first to lend a helping hand to the general contractor when they need assistance and guidance, this is a quality that continues to bring work to the company. *-Nominated by Tony C. Layne, Service Technician*

Chris has proved for years that he is very dependable, and thorough with his work. We are very fortunate to have his experience and knowledge to assign to installation jobs that would otherwise have not gone as smoothly. He works well with the rest of the team, and always reports to his supervisor when necessary. *-Nominated by Eser Alkac, Service Manager*

Corya Evans, Purchasing Agent: Technical Expertise

Anytime I call Corya, his technical knowledge and ability to tell me what needs to be ordered amazes me. He's a great team player and coworker. *-Nominated by April Allen, Purchasing Agent*



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Dan Gregerson, Service Supervisor: Commitment to Add Value

Dan consistently takes the future and growth of CRM to the highest level. He manages quite a few different aspects of the business and doesn't miss any details. He's a leader and well respected in the field. *-Nominated by Bradley Scarpetta, Service Technician*

Dana McConnell, Executive Assistant: Commitment to Add Value

Collaborating with colleagues across the company, Dana is constantly working to improve efficiency. For example, she recognized that having a folder with all our proposals separated by year wasn't enough to effectively track wins and losses. She took it upon herself to create a shared excel spreadsheet with filtering columns to sort the proposals by property name, client name, date sent, project manager, trade type, value, whether it was awarded to CoolSys or lost, follow-up details, and more. The implementation of this has saved countless hours for year-end reporting, improved our sales procedures, and made it much easier/faster to find specific proposals when needed. In addition to improving efficiency, it is Dana's life mission to make the office fun and engaging. On her lunches and evenings, you can often find Dana shopping for treats, games, trivia prizes, decorations, and more - all aimed at making the CoolSys office culture as positive as possible. And when it comes to clients, Dana lays out the red carpet. When representatives from Target, ShopRite, Rosenbaum Design Group, or other smaller customers visit our location for meetings, she anticipates their needs and does everything within her power to ensure that our guests feel welcomed, comfortable, and equipped to succeed. From bringing in additional tables, setting up AV equipment, ordering lunches to accommodate various dietary restrictions, and printing plans on the plotter, Dana crosses her Ts and dots her Is to ensure that CoolSys is viewed as professional, intelligent, and efficient. Dana has been like a rock during some very tough times, remaining calm and steadfast. She has stepped up and responded to every request I have made of her and when necessary she has come into the office on her vacation days without even being asked. She never complains and always has a smile on her face, promoting an incredibly positive attitude across the entire organization. Overall, I nominate Dana because I feel that she embodies a commitment to adding value! *-Nominated by Allan Samuels, President*

Dennis Martinez, Service Tech- Level 5: Safety Excellence

Dennis has always thought of safety for first ,if not for himself,but the safety of others first. Cleans the work area before performing tasks and cleans up afterwards,always continues to wear the proper PPE for the task *-Nominated by Scott Lee, Service Tech- Level 5*

Dennis is also dressed for safety no matter what the job is he is so well protected that I can't even believe he has kids!! *-Nominated by Kid Rock, Freon the Peon*



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Dustin Holman, Service Manager: Attitude

The Way Dustin brings us all together as a group of guys is more so like a family other than just fellow employees. We are all willing to help each other out when extra help is needed. I believe that comes from the top and the leadership that Dustin puts out there. He is hands down the best manager i have seen and he truly understands his guys and cares for us as people and not just an employee. I think if this industry had more managers like Dustin it would be completely different in the best sort of way. -

Nominated by Kelly Turnbow, Service Tech- Level 4

Eric Bridgewater, Forman: Attitude

Eric joined our team not to long ago and has proven to be great leader to our crews and to our clients. His attitude is great and it reflects in our crews he works his unshakable belief no matter what happens. He keeps a even keel and keep working to solve problem and the guys he works with respond to him great. -

Nominated by Jay Gill, Supervisor, Installation

Erin Mariano, Sales Support Coordinator: Service Excellence

Erin has worked so hard on so many different special projects and has exhibited an excellent attitude in serving her customers. -

Nominated by Penny Shepherd Sales Support Coordinator

Francisco Passarelli, Service Tech- Level 4: Integrity

Last summer was one of the hottest in a while and with all the fallout a lot more was asked of our technicians to endure for the summer. Francisco showed the willingness to step up and help with unscheduled days on call and late calls to run. He has always taken pride in what he does. Further more Francisco has repeatedly assisted with the training of new technicians that have been hired. He definitely deserves recognition. -

Nominated by Gilberto Rivera, Service Tech- Level 5

George de Verges, Representative 1, Customer Service: Attitude

George is someone who is always willing to help anyone no matter what the problem, & he always makes sure the info he gives you is correct. George treats everyone with respect and is always dependable and reliable! -

Nominated by Seth Tatum, Representative 1, Customer Service



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Joshua Mason, Service Tech- Level 6: Attitude

Where do I start? Josh's attitude is superb. I've been in the trade for over 30 years and worked with many techs. Without taking anything away from them, this industry needs more Josh Masons in it. He never hesitates to give a hand when needed and answer the phone when called, even when not on call. He's answered a phone call from me more than once late at night. He is always a person that you can depend on. Josh deserves this. *-Nominated by David Humphrey, Service Technician*

Joshua Murray, Service Tech-Level 4: Commitment to Add Value

Josh is a very dedicated employee and is a huge asset to the San Diego Branch. He is a wealth of knowledge and is a team player. He always helps out in a time of need, and has been especially helpful during Covid. We are lucky to have him on our team here in San Diego *-Nominated by Kevin Desmond, Service Manager*

Lindsey Prano, Payroll Representative: Attitude

With Kronos going down before the Holidays, Lindsey has gone above and beyond to make sure payroll is processed with no delays - all with an AMAZING attitude. I know how stressful and time consuming it is, and still she answers emails and phones quickly and with grace. Thank you Lindsey, you are appreciated!!! *- Nominated by Jaclyn Fernandez, Installation Coordinator*

Lisa Pitt-Cerecedes, Regional Business Manager: Commitment to Add Value

As year end came to a close, Lisa put in the extra time and effort to clear up completed tickets that had not yet cleared the bar to a clean posting by the billing team. Long hours are always the rule at year end as the books close, and Lisa took extra time and care to help improve the result for the entire Mountain West Service Region. What is sometimes overlooked is how much work there is behind the scenes to turn what the field teams do for our customers into the revenue and margin that all of us rely upon to take care of our families. Thanks to Lisa for her focus and attention to detail, your efforts truly make a difference and add value that we all count on. *-Nominated by Corey Kastama, General Manager*

I was recently promoted to Regional Director. It was also yearend time for the company. We needed a big push to clean-up and close out old ticket. We also needed to get them billed. Lisa, who was also doing all of her other duties, took it upon herself to go through all of the Mountain regions old call. I still do not know how she did it, but I know it was not easy and took a lot of time. The work that she did made a huge impact to our P&L in a good way! These calls would never have been Billed if it was not for Lisa's hard work. No Matter what we needed in support Lisa always finds a way to help. It is people like her that makes this company Great! *-Nominated by Bernie Igoa, Northwest Regional Director*



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Malcome Fudge, Service Tech-Level 1: Attitude

Malcome is hands down one of the hardest workers we have. He has exceeded all expectations I have set for him. His work ethic is second to none. He is always up to do the task without complaining and maintaining a great “go get it” attitude. Every company should have someone like Malcome to bring a positive attitude into the workplace. *-Nominated by Nathaniel Salyers, Service Tech- Level 5*

Manjit Singh, Service Tech-Level 3: Service Excellence

Manjit is will to help even if he isn't on call and always calm and collective *-Nominated by Oswald Chavez, Service Tech-Level 1*

Manuel Lugo, Designer 2, Engineering: Technical Expertise

Manuel joined CED in late 2021 with many years of plumbing design experience. He has since proven to be expert in plumbing design and invaluable to our team. His hard work on both our typical grocery projects as well as our large, complicated fulfillment centers has been outstanding. Thank you, Manuel, for all you do! *-Nominated by Ben Rosenzweig, Vice President, Engineering Operations*

Matthew Switzer, Service Tech 2-HVAC: Technical Expertise

Recently relocated from Portland OR to Duluth MN and the amount of times that I have called him when I have been stuck on something has been crazy. He always has a great attitude about it and a ton of knowledge. So grateful that I can move halfway across the country and still have a great source of information and friend in the industry. *-Nominated by Josiah Bawden, Service Tech 1-HVAC*

Maylon Smith, Journeymen: Commitment to Add Value

Maylon has went above and beyond taking over the roll of intermediate Forman while the Forman is on vacation.. coordinating with publix coordinators and general contractors to solve any issues and to insure a great install *-Nominated by Keith Bossler, Journeymen*



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Michael Godaire, Journeyman 2-HVAC: Technical Expertise

Micheal has a can do attitude and is always willing to help out and teach other techs. His knowledge always helps the install team get all installs done in a timely matter that makes our customers appreciate doing business with us. He brings a joyful attitude that can can always bring up moral when needed. *-Nominated by Jimmy Turner, Service Tech 2-HVAC*

Michael Krzykowski, Administrator, IT Systems: Service Excellence

The work Michael performed with the Network onboarding of acquired entities TRS-TESCO, CE Holtz, Tech Mechanical, BRR , BAS and others was exceptional. While Covid was raging, flights were getting cancelled, vendors who were contracted to assist with the work were not showing up, required hardware gear for the site not showing up due to supply constraints, Michael went out of the way to to keep things together methodically working through the issues , coordinating with everyone involved, and a lot of personal sacrifices with long hours on the road after work. commuting from one site to the other. He was the key resource on the ground who made the network integration project successful. *- Nominated by Tomy Joseph, Director, IT Infrastructure*

Mike Neu, Account Manager: Service Excellence

Amy from Grimaldi's called and left Zander a voicemail about what a great job Mike Neu is doing since taking over the account.....in her words "...Mike is kicking ass & totally killing it - turning things around quickly and we are pleasantly surprised" because they didn't initially feel confident that another Account Manager could deliver the same level of service that they had previously gotten from Zander. But clearly Mike has impressed them with his communication and follow-through - great job Mike! *- Nominated by Angela Collins, Divisional Vice President*

Natalie Powlas, Director, Energy Solutions: Commitment to Add Value

I have known Natalie for many years, long before either of us became a part of the Coolsys. She continues to amaze me with her work ethic, positive attitude, collaboration and ability to think outside the box to bring new solutions to the customers. She was and still is a rising star in the industry. I am personally very pleased to see how far she has come and look forward to seeing what she does next to reach her full potential. Very glad we're on the same team. *-Nominated by Robert Eidson, Vice President, Energy Operations*



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Nathaniel Gordon, Call Center Supervisor: Attitude

Nate has been fantastically helpful providing feedback related to call center process rules. He gives detailed insight when a fuller explanation of what is done (or not due to system limitations). He also often patiently and painstakingly did so when account requirements or the account team demands were particularly challenging. This included troubleshooting challenges customers were having with reaching the call center. My requests to Nate typically accompany an issue reported by unhappy customers. In all circumstances, Nate has been accommodating and professional. Thank you, Nate! *-Nominated by Calana Vance, Sales Operations Specialist*

Paul Mulligan, Service Technician: Technical Expertise

Paul had struggled in the past with confident knowledge of electrical diagnostics. Over the recent months I have noticed significant improvement in not only his confidence, but his physical ability to troubleshoot. I have complete confidence in his ability continuing to grow as he moves forward in his career. He has shown vast improvements in his abilities all around but has definitely made the most strides with understanding wiring diagrams and using them to his advantage on troubleshooting. *- Nominated by Andrew Clark, Service Technician*

Randy Hill, Service Technician: Integrity

Randy cares about how he represents BRR Refrigeration. He is always willing to do what has to be done to complete the job. He doesn't complain, has a can do attitude, is respectful, willing to help out in anyway he can. He ensures that his paperwork is complete, his tablet is in order, and volunteers when needed. He is easy to work with and always willing to teach new techs. *-Nominated by Betty Jo Watson, Admin assistant*

Ricardo Gutierrez, Purchasing Agent: Commitment to Add Value

Ricardo has been, and continues to be, an integral part of the West Service Region purchasing team. He continuously provides quality work not only in his home branch, but when he helps cover other areas. Ricardo acts as our lead purchasing trainer and always comes to the table with suggestions and ideas for process improvements. Additionally, he always goes above and beyond. We feel lucky to have someone on our team with a positive attitude and diligence to provide the best service for our customers and our company. *-Nominated by Maranda Purpura-Padilla, Purchasing Supervisor*



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Richard Lange, Service Technician: Service Excellence

We had some major issues at a military base in another one of our branches that needed a senior level technicians attention. Richard was asked if he would travel to help that branch late in the day and spend the night there. Richard finished his call, went home and packed a bag and drove hours to the base to respond to a major emergency. Richard spent the next two days helping the techs in that branch resolve the issues. Richard went above and beyond to help out his teammates in another state without batting an eye. *-Nominated by Justin Larsen, Regional Director*

Rick is a great co worker to have. He is always willing to go above and beyond to help out whether over the phone with knowledge of lend a hand when work is needing done to assist in completing task. *- Nominated by Zach Dieck, Service Technician*

Ruben Valente, Service Manager: Technical Expertise

Ruben is a born coach and works tirelessly to support our technicians and our customers; he's always available to provide technical advice/assistance and help train/mentor our technicians in the field. His knowledge & experience, along with his positive attitude, have been a wonderful addition to our team, and recently he increased that value by facilitating a week long training program for some of our techs; the program was wildly successful and the feedback from the participants was unanimously positive - thanks Ruben for your willingness to share your knowledge with others and help us develop the technical skills of our field workforce! *-Nominated by Angela Collins, Divisional Vice President*

Scott Morgan, Service Tech- Level 5: Technical Expertise

Glad to have Scott as a Lead always picks up the phone to help me out with anything even if he is not working, also really helped me out with my Level 3 training and has taught me a lot since I started working here. *-Nominated by Milton Lopez, Service Tech- Level 2*

Sherri Waters, Install Coordinator: Commitment to Add Value

Sherri has been there for me (us) always. Her openness and willingness to help out is commendable. I've approached her with many inquires, some of which have nothing to do with her job duties, but never has she turned me away. Her knowledge of all that goes on 'behind the scenes' of company procedures and operations is invaluable. If anyone walks through the door and has a question that doesn't involve fabrication, she is without a doubt the default source of knowledge. Her attitude is always upbeat and positive regardless. This is why I nominate her for The ATTITUDE VALUE COIN. *-Nominated by Michael Stewart, Fabrication Estimator*



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Sherri is very committed to doing the right thing for her team and company. No matter what is thrown her way she always gives 110% to get the job done right. Sherri is one of the most positive people I know, when I start feeling pressure and get a little negative she always seems to have a knack for pumping me up, and I think anyone she comes in contact with feels the same way. *-Nominated by Terry Heupel, Manager Fabrication*

Sherrie Engellant, Service Coordinator: Attitude

Sherrie has shown so much positive attitude toward a very stressful 2021 inventory season for the Salem team. Although there were obstacles to overcome, she worked through it with her team. I appreciate her commitment and desire to work hard even when times get tough. *-Nominated by Courtney Jacober, Service Coordinator*

Steven Mojica, Service Supervisor: Technical Expertise

I would like to nominate Steven for the amount of knowledge he has. No matter the issue he is able to overcome the obstacle and figure out the issue. He has 7 techs under him and no matter the time he is able to remember the customer site, customer rules and help with technical support for the techs. For where he started to where he is at that is something that is very impressive. For these reasons I nominate him under technical expertise that covers a large variety of fields. *-Nominated by Ricardo Esquivel, Service Lead*

Susan Messerschmidt, Office Manager: Service Excellence

She is on top of everything, is always one step ahead! If the guys in the field need anything she is there to help in anyway possible! Always a good thing when you have Susan on the team. *-Nominated by Christopher Robert Daniels, Journeyman*

When you need her she's there *-Nominated by Brandon Taylor Phillips, Apprentice*

Syd Billings, Service Technician: Service Excellence

Syd is highly regarded by both employees and customers alike; recently a Starbucks Store Manager took time out of her day to send us the following note:

".... I just wanted to take a moment to give you some feedback on Sid. He's been working in my store on our lighting project recently and I can't tell you how awesome he is. He comes in with a positive attitude and goes above and beyond. He is a pleasure to have in my store. I did thank him in person, but I wanted to pass along the feedback to you as well about how great he is. Thank you for everything you do to help support us, your work does not go unnoticed."



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Jennifer Lozano
Store Manager

-Nominated by Angela Collins, Divisional Vice President

Thomas Kelly, Foreman: Safety Excellence

Tom has been on top of his game by constantly making sure we have our PPE on; Safety First. He is dedicated in making sure that the job is done correctly by inspecting the work performed by his apprentice, journeymen and foremen. Keep up the good work Tom 👍 *-Nominated by Albert Alvarado, Apprentice II*

Willie Buford, Service Manager: Attitude

No matter what happens from day to day Willie is always an excellent example of positivity, integrity, and support for all of us guys in the field. *-Nominated by Brandon Norris, Service Technician*