

PROFESSIONAL SUMMARY

- Elevator industry professional with 41 years of experience in field operations and office management disciplines.
- Service operations manager leading all service operations activities and responsibilities for day-to-day management and training of field supervisory staff, employee selection, field safety, and training.
- District management responsibilities for all areas of the business including P&L, sales, field operations, customer satisfaction, and overall general business management.
- Primary areas of consultation include hydraulics and traction systems, escalator systems, service repair, maintenance, and safety.
- Experience includes major repairs to existing systems, maintenance control programs for elevator and escalator systems, equipment installation and operational methods, replacement recommendations, capital planning upgrades, and modernization.
- Experience including detailed on-site survey and analysis, repair, and modernization scope, estimating recommendations developed to current (AMSE) 17.1-2016, ASME A17.2, ADAAG, TAS, TDLR, and ANSI A117.1.

EMPLOYMENT RECORD

- Mar. 2021-Present **MCDOWELL OWENS ENGINEERING, INC**
Houston, Texas Consulting Associate. People movers and vertical transportation. Responsible for managing vertical transportation service and maintenance.
- 2015-Mar. 2021 **SCHINDLER ELEVATOR CORPORATION**
Houston, Texas District Service Manager and Modernization Sales/Operations. Full accountability and responsibility for the development and implementation of the service business and modernization operations. Management and training of field supervisory staff, employee selection, field training, and safety. Lead operation efforts and priorities to ensure superior customer satisfaction. Improving efficiencies, managing route schedules, and callback rates.

○ 2007–2015

Shreveport,
Louisiana

SCHINDLER ELEVATOR CORPORATION

Branch Manager. Responsible for all areas of the business including P&L, sales, field operations, customer satisfaction, and overall general business management, including building and fostering a team environment. Manage local litigation issues and labor relations with IUEC Local 79.

○ 1994–2007

Houston,
Texas/South
Florida

THYSSENKRUPP ELEVATOR COMPANY

District Service Sales/Operations Manager. Directed operations teams with a focus on building strong client relationships within highly competitive markets through CRM Account Management. Managed sales and field operations teams including talent development, staffing, compensation, and performance management. Interfaced with Product Line experts on operational challenges, including product issues, safety concerns, and parts fulfillment.

○ 1991–1994

Houston, Texas

GENERAL ELEVATOR COMPANY

Branch Manager. Responsible for P&L, sales, field operations, customer satisfaction, and overall general business management for service-based company purchased by Dover Elevator. Responsible for onboarding into Dover service operation by implementing business practices, efficiencies, and route structures to interface with the Dover business model. Manage local litigation issues and labor relations with IUEC Local 31.

○ 1988–1991

Shreveport,
Louisiana

OTIS ELEVATOR COMPANY

Branch Manager. Responsible for P&L, sales, field operations, customer satisfaction, and overall general business management. Responsible for engineering and project support for field technicians, maintenance, repair, and modernization projects. Support field supervisory staff and manage local litigation issues and labor relations with IUEC Local 98.

○ 1986–1988

Dallas, Texas

OTIS ELEVATOR COMPANY

Modernization / Service Sales. Manage accounts of existing customers through various contact points and hold responsibility for retaining and expanding the existing portfolio by selling maintenance-related solutions. Generate modernization solution leads from the existing portfolio.

○ 1984–1986

Miami, Florida

OTIS ELEVATOR COMPANY

New Installation Sales. Responsible for managing all new installation operations processes, employees, and projects to ensure that the department functions profitably and exceeds the annual budgetary plan. Plan, direct, and prioritize elevator installations and manpower needs with detailed Gantt Chart schedules.

○ 1981–1984

Miami, Florida

OTIS ELEVATOR COMPANY

Service Account Manager. Prepared repair job proposals by estimating labor and material, reviewing blueprints, surveying equipment, and interfacing with operations personnel for input. Prepared service contract bids from surveys, equipment research, and job site conditions. Worked closely with field technicians on existing equipment repairs, surveys, and schedules.

○ 1980–1981

Dallas, Texas

OTIS ELEVATOR COMPANY

Otis Sales and Management Training Program. Operations, sales, and management training involving nine months of hands-on field internship learning, performing installations, and modernization methods of the entire Otis product lines.

EDUCATION

- BBA, Marketing – Rawls College of Business Administration
| Texas Tech University, Lubbock, Texas, 1975–1980.

CONTINUING EDUCATION

- Management – Penn State University, State College, Pennsylvania, 2008 and 2010
| Curriculum designed for Schindler Management disciplines including operations, finance, sales planning, SWOT analyses, and strategic planning.
- Elevator Industry Management – Penn State University, State College, Pennsylvania, 2007–2010.

PROFESSIONAL MEMBERSHIPS AND CERTIFICATIONS

- The Associated General Contractors of America, March 2008–present.
- OSHA 10 Certification, June 16, 2011.
- Building Owners and Managers Association (BOMA), Company Affiliation.