

Emerson Climate Technologies  
VP Business Development

NBO's New business opportunities

- Worked with sales account managers to target, create, qualify, develop, prove, and help close and delivery new business from current customers, and or new customers with regards to Emerson Product Solutions with a focus on the Dixell brand of controls.
- Work with Customers engineering, purchasing personnel and others to understand their application needs and current pains to offer solutions with controls and application programs.
- Occasionally worked with a customer to help create a “customized” control to their specifications with standard control hardware. A detailed specification is very important in this process
- Worked with Costs / GP's / Market pricing: to develop a pricing strategy for the sales team to implement with assistance from the pricing team.
- Implemented a new sample process to reduce sample delivery from 6 weeks, 10 signoffs to days with 3 signoffs to get timely samples to customers.
- Implemented a process to train customers, in depth to enable them to use Programming tools to manage the process themselves.
- Mange a bi weekly meeting with /sales and Belluno , IT factory to “whiteboard” target accounts to help to facilitate the progress in the sales process.
- Attend Pre-Sale customer meetings with their Solutions Team, to understand their requirements, identify “Pain Points” and establish relationships with them.
- Be the subject matter expert, keep up and the latest controls and applications, and also study the competition, and understand the gaps in the market.

New Product Development

- Work with Belluno, IT factory on new product development and offer insights to the USA market and suggestions on features, functions and fit.
- Suggest totally new products for the market, ex:
  - Walk-in controls in the Evap
  - New Condenser application controls
  - Universal BLE (Bluetooth) (upgrade to current Universal)

Marketing

- Work with the marketing team on trade show presentations and messaging on Dixell brand controls.
- Help Install and set-up and controls at the show. Train Sales personnel on the demonstrations.
- Work the shows to be on hand to answer questions and meet customers
- Help direct marketing efforts on controls, write articles, help create literature content.

#### Legal

- Work with corporate legal department to assist in product liability actions against the company, with regards to the Dixell controls brand.
- Work with outside council and engineering firms to find root causes failures of appliances and any controller issues and or failures and defend the company against any claims.

#### Industry Stewardship

- Stay involved in industry groups, NAFEM: Technical Committee co-Chair, NSF: member of the NSF456 committee on scientific refrigeration.
- Attend trade shows, even if the company does not exhibit (ex. NRA)

#### Help manage day to day events

- Assist customers in delivery situations
- Suggest alternate available controls
- Chase internal suppliers to assist customers.

#### Mentoring

- Mentor and train an associate on an ongoing basis.