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**Objective:**

Seeking an Executive Management Position with a stable Mechanical Contracting or Commercial HVAC Contracting Company that offers long-term employment and has a team atmosphere.

**Skills & Qualifications:**

- Qualified as Operations Manager, Service Manager, & General Manager.
- Successful track record in the Commercial HVAC Service & Contracts
- Experienced in the HVAC Construction & Replacement Industry.
- Knowledgeable in Commercial Controls (Design & Project Management)
- Financial management, Budgeting & Revenue Forecasting, & P&L management
- Business Development, Revenue Generation, & Contract Negotiations
- Value Engineering & Negotiations
- Labor Forecasting & Management
- Certified Payroll & Payroll Procedures
- General Office Procedures and Customer Relations
- HVACR College Instructor & HVAC/R Course Design.
- Excellent Computer Skills

**Work History:**

**Jul-2007/Aug-2009---Evergreen Refrigeration (Commercial HVAC Contractor)---Seattle, Washington**

**Service Manager/Business Development**

Duties & Responsibilities:

- Mentor and Trainer Technical Services, Sales, & Engineering personnel company wide
- Manage & estimate service contracts for profitability
- Mentor senior management in general, accounting practices as related to Budgeting, Departmentalization, Inventory control, and Job cost tracking.
- Manage P/L and balance sheet for service department
- Provide consulting services and mentoring to Senior Management, Estimating, & Project Management on larger commercial/Industrial opportunities.
- Mentor Family members on T & M service operations
- Mentor office staff on Project Management processes and procedures.
- Negotiate large maintenance contracts and construction projects.

Achievements & Accomplishments:

- Design maintenance contract price estimating software
- Obtain certification as a Washington State instructor for the electrical licensing department.
- Create and deploy Technician proficiency tracking system
- Tripled service contract base from \$100,000 to over \$400,000 in less than one year without a full time sales person.
- Developed Flat Rate pricing program for light commercial
- Moved Service Dept from a 24% GPM to an average 55% GPM in less than one year.
- Created refrigerate tracking system
- Reduced AR by 90% in less than 1 year and maintained lowest AR in the company.
- Reduced construction warranty from over 10% to less than 3 % in fewer than 18 months.
- Develop refrigeration equipment performance certification process, with documentation.
- Developed and taught NATE certification program.

**Apr-2006/ Jul-2007-----Sagamore Mechanical Services LLC. (LINC Contractor)-----Maryland**

**General Manager**

Duties & Responsibilities:

- Manage service contracts & design build projects for profitability
- Maintain staff/crews of 60 employee's
- Manage/Mentor sales manager and staff for contract sales of four
- Accountable for P/L and balance sheet
- Budgeting & forecasting for over 8 Million in revenue
- Contract negotiations for both service agreements and projects
- Manage warehouse/staffing and facilities personnel
- Estimate Design Build Honeywell Control Systems
- Training coordinator
- IT support

Achievements & Accomplishments:

- Design new company policies and procedures
- Championed corporate pride by promoting a policy of ***“Each individual performance sets the standard for how the customer responds to whole team”***
- Upgrade out of date corporate computer software system to new shaker system
- Championed the incorporation of GPS software
- Increase service contract net profit from 3% to 11% in less that 1 year
- Developed projects job cost tracking system
- Designed & instituted annual service contract review process.
- Move projects related jobs net profit from 2% to 5% in less 1 year
- Increase Service Technician staffing by 1/3 in less than 1 year
- Developed comprehensive equipment tasking system for service contracts

**Mar-2004/Apr-2006-----ARS----- Virginia/Maryland-----**

**Regional Operations/Service Manager**

Duties & Responsibilities:

- Business Development, Sales & Marketing (15 Million Revenue)
- Financial management - P/L and Balance sheet
- Budget & Forecasting (15 Million Revenue)
- Regional Training Coordinator for 600+ employees (65 Million Revenue)
- Fleet Manager
- Manage 100,000 call per year call center (65 Million Revenue)
- Customer Service Department Staffing-Operations
- Contract Negotiations
- Warehouse/Facilities Staffing-Operations
- Staff and Crew of over 135 direct employees

Achievements & Accomplishments:

- Developed new Process Accountability System for Start-ups/PM Checks
- Designed structured Pay Plan backed up with associated Evaluation Process.
- Created pre-employee testing program
- Championed New Warranty return management process
- Developed Regional Training program to support 600+ employees Service Area.
- Instituted single point contact system for VIP customers
- Designed & implement Technician profitability/revenue forecast in software
- Increased EBIT 15.4% by decreasing overhead and increasing bottom sales dollars.
- Establish Specialty Services Division to improve quality, & expedite Building Commissioning.

**Jul-1999/Oct-2003-----Service Experts Commercial-----Eastman, Georgia-----**

**General Manager**

**Duties & Responsibilities:**

- Business Development, Sales & marketing
- Financial management - P/L and Balance sheet (20 million Revenue)
- Budget & Forecasting (20 Million Revenue)
- Network Administrator
- Project Managers & Engineering Department
- Contract Negotiations
- Facilities, HR Department
- Staff and Crew of over 150 employees
- Negotiate Wage, Insurance, Legal, Vendor, & Customer related issues.

**Achievements & Accomplishments:**

- Developed corporate nationwide structured pay plan for over 4000 employees
- Lead the corporation as the first commercial company to consolidate all accounting process through a central account center.
- Championed creation of Best Practices Focus Group that consists of 14 commercial based companies responsible for over \$200 million in revenue.
- Launched first successful centralized Service Dispatch Center with scalable info-structure.
- Developed program that tracks job cost on high dollar Commercial Full Labor PM contracts to NPM directly off of general Service Ticket entries.
- Created *Design Bid Estimate Program* that bids jobs to net profit and tracks company Overhead, Cost of Sales, Labor, & Net Profit current run rates which is now corporate template for over 14 centers.
- Developed and initiated comprehensive Project Management system adopted as one of the corporate standards.
- Restructure Company from paramilitary a Plan & Spec focus to Design Build & Negotiated focus and increased Net profit from (-7.5)% to 5.8% in just over 12 months.
- Converted complete company wide accounting/operations computer system to new UNIX based system while still maintained substantial revenue and Net Profit increases.

**1994/Jul 1999 ----- Western Pneumatics Inc. ----- Eugene, Oregon -----**

**Operations Manager (HVAC Department)/Part time Instructor**

**Duties & Responsibilities:**

- Manage Construction, Marketing, Service, & Sales Departments
- Prepared Budgets for Service & Construction (5 Million Revenue)
- Administered Advertising and Promotional programs
- Manage office staff, & field employees
- Manage department P & L (5 Million Revenue)
- Manage AR/AP
- Purchasing & Inventory control
- Manage construction estimates and Service Agreements
- Provide Tech support on all commercial equip & controls to corporate office.
- Project Manager
- Purchasing
- Design & Engineering
- Instructor for RHAC System Diagnosis, Pneumatics, DDC Controls, and 1<sup>st</sup> & 2<sup>nd</sup> Yr Electrical.

**Achievements & Accomplishments:**

- Increased Service Agreement volume from 75 contracts to over 350 customers in less than 2 years
- Increased average Service Technician gross sales from just over \$125,000 per Tec to \$275,000 per Tec.
- Developed Employee Training Program
- Championed and actively participated in the development of an employee Handbook.
- Partnered with local Utility to provide Control System upgrades to Commercial & Industrial Chiller Systems customers that reduced utility cost and peak demand.
- Developed IAQ Monitoring program for commercial customers to help increase system efficiency and reduce employee complaints.
- Created Course Curriculum and was an Instructor for RHAC 1<sup>st</sup> & 2<sup>nd</sup> Yr. System Diagnosis, 1<sup>st</sup> & 2<sup>nd</sup> Yr. Electrical, Pneumatics, & DDC Control systems.
- Designed 2 year HVAC Degree program for the Linn Benton Community College RHAC Program, that also met the State Apprenticeship Program requirements.
- Designed the automated Controls System now in use by Borden Chemicals Brine Cooling Chillers at their Springfield, Oregon Plant.
- Achieved an over 90% approval rating from the student body for the 1998 scholastic year.

**1991/1994 ----- FM Sheet Metal ----- Eugene, Oregon -----**

**Service Manager**

**Duties & Responsibilities:**

- Department Manager
- Controls Design Engineer
- Department P & L and Budgeting
- Contracts Administrator & Sales Person

**Achievements & Accomplishments:**

- Built non-existent Service Department with on outside advertising into a Profitable department with \$3,500,000 in gross sales in only 3 years.
- Designed EMS/HVAC Control system for Cadock Electronics 50,000 sq ft. Manufacturing facility in Glide, Oregon.
- Successfully completed the Klamath Falls Hospital, The Dalles High School, and Sacred Heart Support Service Projects with-in budget and on time.
- Created infrastructure that allowed Department to operate as 3 different divisions, Service, Controls, & Contracts.
- Designed and coordinated the installation of the new EMS system for Peace Health 28,000 sq ft office building.
- Established new satellite office in late June 1996, produced over \$800,000 in gross sales in only 9 months.
- Maintained the highest gross sales profit of anyone in a company of over 100 employees.
- Brought in the Controls portion of the Oregon Medical Clinic, & Glendale School Projects on time & under budget.

**1975/1991 ----- Larry McGaugh Heating & Air Conditioning ----- Junction City, Oregon -----**

**Owner/Manager**

**Duties & Responsibilities:**

- Sales & Marketing
- Project Manager
- Purchasing
- Design & Engineering
- Profit & Loss

- Accountant and Billing
- Manage Service & Installation (Residential & Light Commercial)

**Achievements & Accomplishments:**

- Developed the present Duct Design used in the Country Coach \$1,000,000 Motor Homes.
- Created and managed the largest Lennox dealership in Oregon's Northern Lane County
- Landed multi year contract with the largest residential builder in the state of Oregon (350 homes per year)
- Built a \$1,500 investment into a \$3,000,000 Residential/Lt Commercial HVAC company.
- First Company in Lane County to use Computerized Job Costing and Load Analysis.
- Sponsored local Kids Sports Soccer & Baseball Teams.

**Education:**

2001 Windows 2000 Professional.  
 2000 Word 2000, Outlook 2000, Excel 2000, Power Point 2000 Front Page 2000, Access 2000.  
 2000 Managing with Success in the New Millennium - Durham Tec Durham, NC  
 1976-1978 Associates Degree Electronics Lane Community College, Eugene, OR  
 1968-1970 Basic Electronics, Advanced Electronics, Digital Computer Maintenance Operation. Test Equipment Maintenance and Repair. U.S. Navy, San Diego CA  
 1965-1968 Graduate Churchill High School, Eugene OR

**Industry Training:**

2001 Comfortec-2001 Nashville  
 2000 Comfortec-2000 Atlanta  
 1999 Comfortec-99 Boston  
 1996 Tracer Control, Intellipak Rooftop Controls - Trane  
 1993 Carrier Parker Enhanced II DDC Control systems  
 1992 Trane vari-tac, comfort-trac, and tracer DDC control systems, Oregon EBC limited energy (electrical)  
 1986 Computer Load Analysis (Logic Software) Lennox Industries  
 1985 Duct work design. Flow characteristics and computer load analysis. Lennox Ind. Dallas, TX  
 1982 Basic Refrigeration principles-Lennox Ind. Dallas TX

**Industry Affiliations & Organizations:**

- Executive Board Secretary for the NCHACCA (North Carolina Heating & Air Conditioning Contractors Assoc.)
- Vice President of the Southern District NCHACCA
- Chairman of the Education Committee NCHACCA
- On the membership committee for the Tri County Heating Association.
- Past Eugene local R.S.E.S. chapter President.

**Community Involvement:**

- Advisory Board Member Lane Community College.
- Member middle Georgia Rotary Club District 6920
- Past member of the Oregon State Labor Board.
- Thundering shores Board of Directors Treasurer.
- Certificate of appreciation for providing Opportunities for UTI students.
- Member of the "International Who's Who of Professionals".

**References on Request**