

FOR IMMEDIATE RELEASE



Bill Shaw – Technical Service Manager

We are pleased to announce that Bill Shaw has joined Laars Heating Systems as the Technical Service Manager effective August 20, 2018. Bill will be assuming the role previously held by Mark Hughes, National Service Manager, who recently transferred to a Territory Service Manager position focused in the Mid-Atlantic Region.

Bill will be responsible for managing the Laars Technical Service Advisors, Territory Service Managers, Applications Advisors, and the Warranty Administrator.

Bill is a graduate of Mercy College, located in Dobbs Ferry New York, where he earned a Bachelor's Degree in Management.

Bill has diverse experience managing customer service teams in various consumer, commercial, and industrial industries, including power tools, lightning, personal protective equipment, and commercial boilers/water heaters. Bill comes to Laars from AERCO International where he was the Director of Customer Care, Relations, and Support. Bill's extensive knowledge of call center management and leading customer focused service teams will make him an immediate asset to our organization.

Bill's role as the Technical Service Manager further demonstrates our commitment and focus on providing world class Technical Service to our Laars customers.

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