

Emmett Bowers

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SUMMARY

Executive **service operations** leader with 18 years guiding **HVAC, refrigeration**, and field service organizations through growth, operational improvement, and customer focused transformation. Leads regional directors, service managers, and distributed teams across multiple markets while connecting workforce plans, safety programs, customer outcomes, and financial performance. Owns operational strategy, P&L reviews, forecasting, labor productivity, margin performance, reporting, and expansion initiatives. Builds leadership pipelines through coaching, succession planning, structured performance routines, and practical mentorship. Partners with sales, finance, and executive stakeholders on strategic accounts, retention, escalation resolution, and sustainable growth. Experience includes **field service management**, operational scalability, continuous improvement, Microsoft Office Suite, business intelligence systems, and refrigeration service delivery. Brings a steady, hands on approach to complex decisions and can help a service organization improve consistency, accountability, and long term customer value.

EXPERIENCE

Senior Vice President, Service Operations

March 2020 - Present

Summit Climate Solutions

Nashville, TN

Leads nationwide HVAC and refrigeration service operations across multiple markets, with accountability for regional leadership, **service delivery**, **workforce planning**, financial performance, safety, reporting, and executive customer relationships.

- Directed nationwide HVAC operations through regional leaders, improving service consistency across multiple markets.
- Aligned annual plans with revenue targets, margins, **labor productivity**, and service efficiency reviews.
- Built **succession planning** routines that prepared regional leaders for broader operational accountability.
- Created Microsoft Office reporting workflows that clarified service trends and improvement priorities for executives.
- Resolved strategic account **escalations** through executive reviews, restoring confidence and supporting long term partnerships.
- Advanced safety and **continuous improvement** programs through consistent field accountability and operational standards.

Regional Vice President, Field Services

January 2015 - February 2020

BlueRiver Mechanical Group

Charlotte, NC

Directed multi market HVAC and refrigeration operations, managing **regional directors**, service leaders, P&L activity, workforce planning, expansion efforts, customer satisfaction, and **leadership development**.

- Directed multi market service operations, connecting regional performance with **customer satisfaction** and growth goals.
- Balanced **workforce plans** and **resource allocation** across HVAC demand, staffing needs, and service commitments.
- Reviewed forecasts, **P&L** activity, and operational metrics during recurring financial leadership meetings.
- Supported new customer segment expansion through strategic account planning with sales leadership.
- Standardized service processes and reporting routines, giving managers clearer operating expectations.
- Mentored service leaders through operational reviews and development plans that strengthened succession readiness.

Director of Service Operations

July 2010 - December 2014

Evergreen Technical Services

Raleigh, NC

Managed HVAC and refrigeration field service programs, coordinating regional teams, technical resources, customer retention efforts, workflow improvements, budgeting, forecasting, safety compliance, and technology adoption.

- Coordinated **HVAC** field teams and technical resources around customer schedules and service priorities.
- Analyzed operational metrics to identify productivity gaps and improve field execution.
- Improved **customer retention** through service quality reviews and proactive account **communication**.
- Led workflow changes that simplified technology adoption across regional **service operations**.
- Partnered with finance on budgeting, **forecasting**, and resource planning decisions.
- Maintained safety compliance through field reviews, procedural updates, and manager follow through.

Service Operations Manager

August 2007 - June 2010

Metro Cooling Systems

Richmond, VA

Managed daily HVAC **service operations**, technician scheduling, **labor planning**, customer support, field performance reporting, supervisor development, service concerns, and safe work practices.

- Scheduled technicians around customer demand, staffing capacity, and service commitments.
- Balanced labor plans through weekly reviews of workload, coverage, and field availability.
- Introduced operational reports that gave supervisors clearer visibility into quality and productivity.

- Coached service supervisors through feedback sessions focused on communication and field performance.
- Resolved customer concerns through direct follow up and clearer service communication.
- Supported safety training and compliance activities across daily **HVAC** operations.

Service Manager

June 2005 - July 2007

NorthStar HVAC Services

Richmond, VA

Supervised commercial HVAC service teams and recurring maintenance programs, coordinating technician assignments, customer priorities, performance reports, equipment planning, refrigeration support, and issue resolution.

- Supervised commercial **HVAC** teams serving recurring maintenance customers and service accounts.
- Organized technician assignments around schedules, equipment needs, and customer priorities.
- Prepared service performance reports for leadership review and operational follow up.
- Coordinated **refrigeration** support with equipment maintenance planning and field technicians.
- Resolved customer issues through timely communication and practical service recovery.
- Developed early **leadership** skills through team coordination, **coaching**, and daily execution.

PROJECTS

Multi Region Service Operating Model 📅 2024

Aligned regional leadership routines, workforce planning, financial reviews, and operational reporting across a nationwide service organization. The work connected consistent execution with stronger customer and business outcomes.

Executive Customer Escalation Program 📅 2022

Established a practical review rhythm for strategic accounts and critical service concerns. Direct communication helped protect relationships, clarify ownership, and support long term retention.

Leadership Succession Framework 📅 2018

Created development routines for service managers and regional leaders through coaching, performance reviews, and succession planning. The approach gave emerging leaders clearer paths to expanded responsibility.

LEADERSHIP & AWARDS

- Recognized by executive leadership for sustained service operations performance across multiple HVAC markets.
- Selected to lead regional leadership development and succession planning initiatives.
- Commended for strengthening strategic customer relationships through executive account reviews and escalation resolution.

EDUCATION

Bachelor of Science in Mechanical Engineering

2005

Virginia Commonwealth University GPA: 3.5

Richmond, VA

Coursework: Thermodynamics, Fluid Mechanics, Engineering Economics, Operations Management

CERTIFICATIONS

- EPA Section 608 Universal Certification 📅 2005
- OSHA 30 Hour General Industry Safety Certification 📅 2005

TECHNICAL SKILLS

- **HVAC Service Systems:** HVAC operations, refrigeration services, field service management
- **Financial Management:** P&L management, gross margin analysis, EBITDA analysis
- **Planning Systems:** Workforce planning, labor planning, resource allocation
- **Reporting Tools:** Microsoft Office Suite, operational reporting systems, business intelligence systems
- **Customer Platforms:** Customer relationship management, strategic accounts, customer retention
- **Safety Standards:** OSHA 30 Hour, safety programs, compliance reporting
- **Leadership Methods:** Coaching, succession planning, mentorship
- **Operational Methods:** Continuous improvement, standardization, organizational transformation
- **Performance Measures:** Revenue growth, labor productivity, financial forecasting
- **Service Operations:** Service delivery, operational scalability, service efficiency

SKILLS

- HVAC Operations
- Operational Strategy
- Continuous Improvement
- Financial Forecasting

- Refrigeration Services
- Field Service Management
- P&L Management
- Workforce Planning
- Safety Programs
- Customer Relationship Management
- Microsoft Office Suite
- Operational Reporting Systems
- Leadership Development
- Labor Productivity
- Succession Planning

PROFESSIONAL AFFILIATIONS

- HVAC industry leadership networks, sharing practical service operations and workforce planning perspectives.
- Mechanical engineering professional community, connecting technical insight with field service business performance.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST