



Joris Simon

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Resume - Work History/Qualifications at Trillium Pumps USA, Inc

EXPERIENCE

SLC, UT

AFTERMARKET SALES & SERVICE MANAGER

06/1995 – present

Dedicated sales and service professional with more than 35 years of experience in the municipal and industrial pump industry.

SKILLS

- Effective communications and interpersonal skill
- Leadership experience
- Time management skills
- Self-driven
- Positive attitude that helps energize colleagues
- Strong experience with design and failure analysis on rotating equipment
- Technical and mechanical knowledge with rotating equipment
- Ability to redesign failed equipment to improve overall performance and reliability

Aftermarket Sales and Field Service Manager

Trillium Pumps Inc USA (Weir Specialty Pumps/EnviroTech), Salt Lake City, Utah, 35 Years

- Utilized Salesforce to improve closer on large value parts orders.
- Performed hundreds of start-up/commissioning on all Trillium Pumps USA, Inc products (examples: Exxon/Tyson/BSAF/General Electric/Aramco/Gwinnett County)
- Developed Overseas factory service center on equipment being returned for inspection, evaluation, report, quotation or warranty repair.
- Aftermarket & Customer Solutions sales and marketing reports
- Offer technical support (system evaluation) via email, phone or on site visit.
- Manage aftermarket parts department, providing price quotes, order entry and parts identification.
- Manage factory service center, create detailed reports, determine parts cost, parts discount, labor cost and lead times to complete repair
- Evaluate and authorizes factory service centers throughout North America and other continents
- Develop and implement warranty policies/procedures, service policies, practices and initiatives
- “Strong product knowledge on all products manufactured by Trillium Pumps USA, Inc (Roto-Jet, Wemco, Screw-Flow, Hydrogritter, Self-Primers, Chop Flow and Non-Clog Pumps

VALVES - PUMPS - SERVICES



- Perform failure analysis reports and working with engineering to develop product solution.
- Prepare and present product and training presentation to customers and sales representatives
- Determine net margins, list price and discounts on parts sales.
- Update published list price documents as required.

EDUCATION

COMMUNITY COLLEGE SPRING TEXAS

Diesel Mechanic