Associate Spotlight
September 2018

John Szerdi
TRANE

Editor: How long have you been an IFMA member?

John: I have been a registered member of the Greater Orlando Chapter of IFMA since June of 2018.

Editor: What types of products/services does your company provide for Facilities?

John: Trane provides a multitude of products and services to Facility Managers ranging from industry leading service to full turnkey retrofit projects. These products and services are not limited to just HVAC equipment. For example, we can tie in lighting into our Building Automation Systems as well as HVAC equipment.

Editor: How did you get into the career you are now in?

John: I come from a family that has been in the business of commercial and residential buildings since the 1950s. My grandfather was a brick mason in the early development of Ft. Lauderdale, my father has been a Florida architect since the 1970s, my oldest sister is an architect as well, and my other sister is a licensed interior designer. Growing up in this household environment exposed me to the way buildings are built and how they work for people. I graduated from the University of Florida with a degree in Mechanical Engineering but wanted to do more than click a mouse on a computer performing design work. An element of service that involved using my expertise to solve real life problems needed to be a part of my career. The only career that I found that would allow me to do this was being a Commercial Building Services Account Manager at Trane.

Editor: What was your first paid job?

John: Unrelated to Engineering and Commercial Buildings, my first job was a certified Red Cross lifeguard for Palm Beach County Parks and Recreation at the Lake Lytal Family Aquatic Center. I started when I was 16 years old. There, I learned the value of professionalism and quality customer service while also saving money for my college tuition.
Editor: What is the most challenging aspect of your current job?

John: The most challenging aspect about being a Commercial Building Services Account Manager for Trane is effectively balancing the many different projects that I am involved in so that all Trane customers receive high quality service that solve their building concerns.

Editor: What advice would you have for new people starting out in your career?

John: For someone new starting out in my role, I would heavily advise to always be an effective communicator to your customers. Having a clear and transparent relationship will not only help avoid communication errors, but it will also help build your reputation as someone who is concise and responsive.

Editor: What is your greatest professional and/or personal achievement?

John: I don’t believe I can accurately respond to this question until I am retired with a little more grey hair than I have now. At this point in time, I’d say my greatest achievement would be graduating from Trane’s Graduate Training Program. This is an intensive professional development program that brings together future Trane Account Managers from all over the world. My 57 classmates and I endured 20 weeks of technical HVAC training, product knowledge, customer service training, and public speaking exercises from the industry’s most experienced members. This program has helped me gain self-confidence, become a valuable asset to my team and most importantly, be able to provide world class customer service by presenting technical solutions to customers.

Editor: Tell us something about yourself that perhaps most people do not know

John: Most people do not know that I lived in a small town in New Mexico called Taos. I was born in Ft. Lauderdale, Florida and moved to Taos for my father’s architecture business when I was six years old. There I learned how to snow ski, how to make a yak burger, and did some whitewater rafting. We moved back to Florida when I was 12 years old.