



TECHNICIAN IN PROFILE — KATIE FLYNN

Atlas Copco



THE INTERVIEW

How did you hear about Atlas Copco?

I learned about the job through a family friend who knew one of the Service Managers within the company, they really recommended and 'sold' the role, and the rest is history!

What interested you about a position in field service?

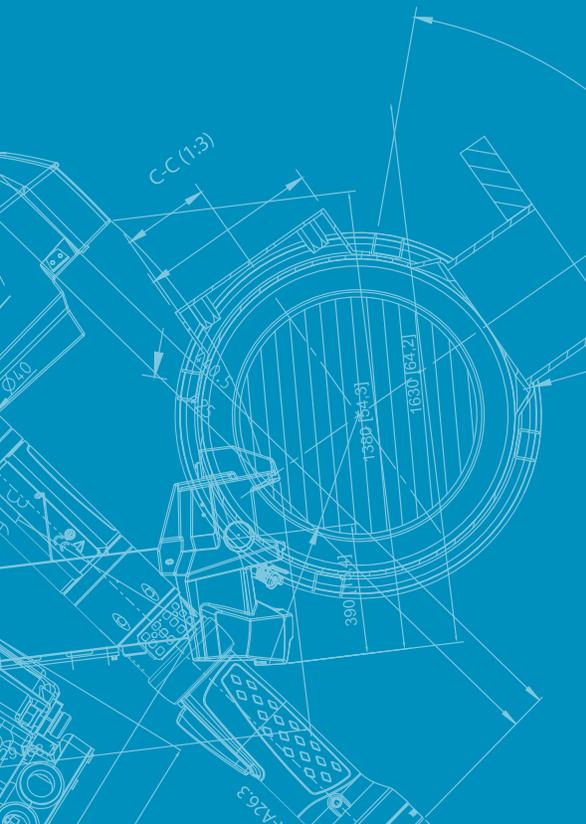
I have worked in service for many years. Previously, I had an inside role in a parts business. I really liked the idea of visiting customers, learning how things are made and having more freedom and variety, which definitely comes when you are working in the field every day.

What motivates you the most in your job?

That's an easy one to answer – learning. There are so many new things to learn and I want to learn as much as possible so I can serve my customers in the best way and grow my independence. The benefits the company provides are very attractive too!

How do you feel to be a female in this typical male position?

I don't feel any different. I don't want other employees to treat me differently because I am a female, and I feel that's the way it is here. I am respected for my competence and dedication. I should be held accountable for my successes and failures – the same as any other employee in the role. Sometimes when I meet a new customer or colleague, it can take a minute for them to process the fact I am female, but they quickly understand that I am here based on my competency and that I bring new ideas to the table. I am one of the team and I think we all gel really well.





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How would you describe a fantastic day at work?

A fantastic day at work is when everything works to the plan. The customer is aware of the job scope, parts are ordered correctly and delivered on time. We then arrive on time and finish the job in the allocated time, and everything goes smoothly. That leads to a happy customer and they can do what they do best – manufacture products!

What has it been like working in the field during COVID-19?

Its definitely been a challenging time for me and all my colleagues, as well as my customers. Early on, access to sanitizers, wipes and gels was a worry but we worked through this as a company. We work often in dedicated compressor rooms and we could limit our exposure to people. We now operate ‘contactless’ site visits and made changes to avoid us needing signatures, for example, when we complete work. I think we feel proud to have been on the frontline and to helped us navigate through these challenging times. Food, medicine, toilet paper and even things like test tubes are impossible without compressed air, and we did everything we could to keep our customers up and running.

What advice would you give to other females considering a role in field-based service?

First, there is no reason not to consider this role. The company gives us all the tools we need to work safely and to work on large pieces of equipment. You could say compressors are no different to working on cars and we have really seen growth when it comes to female auto-mechanics over the last decade. I would also stress the independence and freedom the job has. It’s great that I get to do something different almost every day and each day is an adventure that you are in charge of. I get the opportunity to visit some really interesting customers that use our equipment and interacting and learning about these applications is very interesting. **In simple terms, go for it – you won’t regret it!**



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