



## ATTENDEE LIST



November 15-17, 2015 • Hyatt Regency Lost Pines Resort & Spa, Austin, TX  
[www.fieldserviceconnectus.com](http://www.fieldserviceconnectus.com)

## CONFIRMED DELEGATES:

Name	Job Title	Company
Bob Horton	Director of Technical Operations	ABB
Chris Lynch	VP Global Service & Logistics	Acelity
Sid Hite	Head of Global Service	Ametech
Pat Davis	VP of Global Customer Care	Aviat Networks
Jay Nixon	Global Director of Operations	Baxter Healthcare
Tyrone Scott	VP of Service	Beckman Coulter
Joern Lubadel	Service Director Automation & Infusion Systems	B. Braun Medical
David Saunders	SVP & GM Service Operations	Bunn-O-Matic Corporation
Deborah Dexter	VP Service Delivery	Cardinal Health
Kimberly Hall	Head of Strategic and Execution Planning	Cardinal Health
Marianna Wong	VP Service Operations	CareFusion
Ron Wyckmans	GM Service Delivery	Cisco
James Mylett	SVP Service	Comfort Systems
Angela Collins	SVP Service	Comfort Systems
Carlton Bale	Director Technology and Strategy	Cummins Inc.
Steve Norgaard	VP Field Service Operations	Cymer
Bob Feiner	Vice President of Dell Services	Dell Inc.
Shawn McConnelly	National Service Director	Dyson
Rich Ellis	SVP of Service & Support	Elekta
Kip Bagley	VP Service	Emcor
Stephen McPhee	Head Of Service	EMD Millipore
Bobby George	CIO Field Service	GE
Tyrone Jordan	VP of Global Quality & Customer Experience Operations	General Motors
Dean Janulis	Director of Field Service	Haier
Sanjay Ahuja	Director, Support Portfolio Management	Hewlett Packard
James Mcanally	VP Customer Solution Center; Global Support Delivery	Hewlett Packard
Joe Beal	VP Field Service Process & Operations	Hill-Rom
Mitch Grimes	Global Director Service Transformation	Ingersoll Rand
Aaron Wichenbach	Director US Field Service	Intuitive Surgical
Buddy Saucier	VP Service and S&F Operations	Johnson Controls, Inc.
Eric Taylor	Eric Taylor	Keysite Technologies
Jeff Grosso	GM Customer Support Business Group NA	LAM Research
Steve Lanza	Corporate VP Global Business Operations	LAM Research

William Parker	Director Field Service North America	Leica Biosystems
Nicholas Maneri	VP of North America Services	Lenovo
Melvin Greer	Senior Fellow/ Chief Strategist	Lockheed Martin
Sidney Mallory	VP Systems Sales	McKesson
Troy Hale	VP Customer Service & Field Operations	Meritech
Rick Brandl	Senior Director Global Service Operations	Medtronic
Rene Yoakum	GM Global Customer Support	Microsoft Corporation
Bruce Shadmehri	VP Global Support	NetApp
Brian Newton	VP of Business Development & Service	Pentax Medical
Ted Gresik	GM of Sales & Service	PerkinElmer
Charles Johnson	Director of Optimization & Business Intelligence	Philips Healthcare
Denise Van Zijl	Senior Director of Global Technical Support	Roche-Ventana
Rajeev Gollarahalli	VP Global Business Services	Sanmina Corporation
Sean Holt	VP of Engineering and Technical Service	Sandvik
Darrell Smithson	VP Service Support	Schneider Electric
Simon Ross	VP Maintenance	Schlumberger
Tim Spencer	Vice President of Service Support	Scientific Games
Wouter Conings	VP Strategy	Siemens Healthcare
Fred Walkover	VP of Operations	SuddenLink
Sasha Ilyukhin	Director Service Operations	Tetra Pak
Hector Pascal	Director Field Service MU	The Coca-Cola Company
Scott Day	EVP of Strategy & Market Development/Product Lifecycle Management	ThyssenKrupp Elevator
Kevin Chasey	SVP of Field Service Operations	Tokyo Electron
Steve Demanovich	Service Sales Operations Leader	Trane
Matt Gates	VP of Energy Management Services & Solutions	Trane
David Bisciotti	VP Customer Service	Varian Medical Systems Inc
Chris Gera	VP of Field Services	Vivint
Steve Meyers	Field Service Director	Vivint
Markus Jaskari	GM of Field Service	Wartsila
Jamie Luke	VP Global Field Service	Xcerra Corporation
Michael Romeo	VP of Field Operations, Xerox Technical Services	Xerox
Bill McCutcheon	VP Global Customer Support	Xtera Communications, Inc.