

ADT Voice

Today our spotlight is on [REDACTED], one of our install managers of Field Operations in Virginia. She currently manages 11 technicians at our fourth largest branch. [REDACTED] has been in the home security industry for nearly 20 years and continues to thrive in her role.

[REDACTED] began her career in 1999 as a dispatcher with Protection One. For a few years, she trained to be a technician installer. Suddenly her install manager was vacated from the role, then [REDACTED] stepped-in to take on the workload. After the housing market crashed and many were laid off, [REDACTED] was offered a job in California to work in-field. She remained in that position for six years until the opportunity to officially become an install manager in Virginia arrived.

According to [REDACTED], being a part of a company 145 years strong is awesome. "Great job, great company to work for. They really care about their customers, and that's the most important thing. [ADT is] good to their employees, there are techs that have been here for over 30 years."

When asked what she loves about ADT, [REDACTED] said, "a lot of training. We're double-staffed, and I enjoy teaching the new guys how to do the job. I like to be out in the field, I don't like to be in the office all day. [It's] more of a challenge than in California. [But] I like challenges."

[REDACTED] noted her type of position is a male-oriented job and she is lucky to have not experienced any push-back in her role. "[I] think more women should get into it. Mostly men are in this position, but women can do it too. More women should."

Read more here about [REDACTED]'s journey here.

Intranet – full article

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She describes the difference from her previous role as, "mostly in-office work with occasional site visits. Also, there is a lot of work with the government and custom homes. [It's] more of a challenge than in California and it's a little different. Much bigger clientele and bigger houses."

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Given her role as a team lead, she defines leadership by good communication. She remarked, "keeping communication open and actually spending time with them[employees/technicians]. Be on the lookout of their day-to-day to make them better techs."

