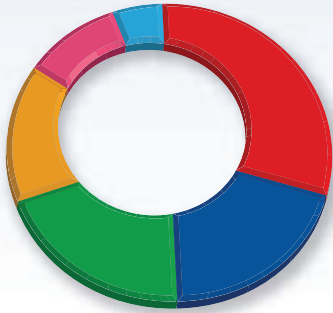


# WHO SHOULD ATTEND FIELD SERVICE USA?



If you are a Senior Vice President, Vice President, or Director of Service, Technical Support, Customer Service or Operations in the following areas:

- **30% Medical Device**  
Instruments and Equipment  
Semiconductor Manufacturing
- **20% High Tech**  
Computer, Electronic Business  
Equipment, Networking/ Communication  
devices/mega computers
- **20% Industrial/Agricultural Equipment**  
HVAC Equipment, Controls and Automation
- **15% Commercial Equipment & Support**
- **10% Transportation Equipment**
- **5% Other**

## FIELD SERVICE 2013 SPEAKER FACULTY



**Ron Zielinski**  
Vice President Customer Service,  
**Coherent**



**Tim Saur, PhD**  
& Vice President & COO Americas,  
Durst Imaging



**Tribby Warfield**  
President North America  
Commercial, **Gates Corporation**



**Johannes Emmelheinz**  
President Rail Services,  
**Siemens**



**Ken Walsh**  
Vice President Engineering &  
Operations, **London Hydro**



**Chris Gera**  
VP Global Field Information &  
Support Services, **Nielsen Media**



**Vic Malhotra**  
Defense Sector Head of Deployed  
Services, **Rolls-Royce Corp**



**Eric Paulik**  
VP Global Field Operations,  
**Axcelis Technologies**



**Dave Baker**  
Senior Vice President Field Service,  
**Directv**



**Bob Feiner**  
Vice President Dell Services  
**Dell**

**Mike Niesen**

Vice President Service & Support  
Sheetfed Products, **Heidelberg**



**Gerald Norz**  
VP Global Printing & Packaging  
Operations, **MEGTEC Systems**



**Mel Drummond**  
Vice President of Product Support  
& Services, **Eaton Aerospace**



**James Mylett**  
Vice President, General Manager  
Field and Business Operations,  
**Johnson Controls**



**Ivin Smith**  
Vice President of Customer  
Service and Worldwide Technical  
Support, **Pitney Bowes**



**Frank Diorio**  
Vice President Service Operations,  
**Pitney Bowes**

**Art McGinn**

Vice President Service, **Cannon**



**James Saccone**  
Global Service Leader, Americas  
Region, **GE Oil & Gas**



**Steven Fehl, PhD**  
Director of Commercial Operations  
Support Sales/Service Productivity &  
Customer Excellence, **PerkinElmer**



**Vincent Oakley**  
Director - Field Engineering &  
Services, **Northrop Grumman  
Corporation**



**Jennifer Lescalette**  
Senior Director, North America  
Service and Support, **Affymetrix**



**Dick Frishkorn**  
Director Global Commercial Field  
Service, **GE Aviation**



**Dennis Pappas**  
Sr. Director Service Operations,  
**Hologic**

**John Callen**

Director Support Services Group  
**Diebold**



**Chris Westlake**  
Director of Service  
**Hach Ultra**



**Dave Bishop**  
Director, Service Operations &  
Operations Strategy Service North  
America, **Johnson Controls**



**Scott Taylor**  
Director Field Service  
**vivint**

**Shane Campbell**

Director Field Service, East Region, **vivint**

**William Fusco**

Market Professional, Service Operations,  
Customer Services Support Division,  
**Caterpillar**



**Dr. Sreerupa Das**  
Principal Investigator,  
**Lockheed Martin**



**Greg Parker**  
Director Service Operations and  
Training, **Trane**

**Sonny Adcock**

Sr. Social Media Strategist, Digital  
Support – PMO, **Intel**

**Alon Sagie**

Service Operations Manager,  
**Applied Materials**



**Len Vanderhulst**,  
Global Service Product Manager,  
**MettlerToledo**



**Vasily V. Krivtsov, PhD**  
Staff Technical Specialist,  
Probabilistic Risk Assessment,  
**Ford Motor Company**



**John Dubay**  
Remote Services Development  
Manager, **Trane**

**Steven Brown**

Global Service Product Manager,  
**Hewlett Packard**



**Paul Davy**  
Global Director, Instrument  
Service Group, **Pall Corporation**



**Buddy Saucier**  
Director of Service Operations  
North America, **Johnson Controls**



**Gail Norris**  
Director of Technical Learning  
Services and Customer Services  
Division, **Siemens Industry**



**Michael Reschauer**  
Director of Business  
Development, **Heidelberg**



**Kyle Hurlbut**  
Vice President of Engineering  
Services, **LitePoint**



**Juan Riillo**  
Technical Services Sr. Director  
Latin America & Canada, **Baxter  
Export Corporation**



**Ross Brewer**  
Manager Customer Contact  
Centers, **Becton Dickinson  
Diagnostics**



**Jim Joyner**  
Director Lean Quality, **Card-  
Monroe Corporation**

**Lou Manz**

Director of Information Technology  
**The Professional Golfer's  
Association**

Sponsors:

