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## DID YOU KNOW

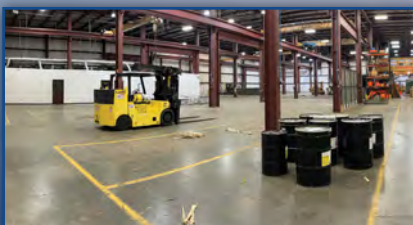


### ITT PRO SHOP IS IN THE PROCESS OF RELOCATING THEIR FACILITY!

The new location in Colfax, NC is about 2.5 miles away from our building in Greensboro.

### THE NEW ADDRESS IS:

ITT PRO SERVICES  
8511 NORCROSS ROAD  
COLFAX, NC 27235  
T: 336.662.0113 • F: 336.904.0103



## RETIREMENT ROUND-UP



### KEN LOVE

*Ken is a good friend. He always had the company's best interest in mind and was a great employee for all the years he worked for the company.*

**These days, it's rare to hear someone say they worked for just one company. But Ken Love is a rare individual.** He started with Tencarva in August of 1980 and knew there was no need to look further. As a Sales Engineer in the Norfolk office, he trained under Jack Smith, Rod Lee, Ed Smith and Arlene Dillon. "I do not think I could have asked for anything better than to get my start under these incredible people," Ken said.

Ken focused on Goulds, Gorman Rupp and Wilden Pumps in a time when the company was small and technology was lacking. "We didn't have computers and were lucky to have a copy machine (that worked) and a typewriter." Everyone in the company knew every employee's name, and they all worked together to keep the growing company afloat. "We were very conservative and watched every penny. One time I put 5 cents too much postage on the letter going to Greensboro, and Vernon Cashwell (Sec/Treas and one of our founders) sent me a letter back advising that I could bankrupt our company if all made this a practice. I never forgot!" Ken may joke, but he credits the sacrifices of those early days with the success Tencarva enjoys today.

Before retiring, Ken had begun introducing Alan Johnson to his contacts years ago to make a smooth transition. Per Alan, "It was very nice having that intermediate person. Ken is great at giving feedback on how to read people in different circumstances. By the time we met, he had already been doing the job for 20+ years, so he has great gut instinct."

Brian Delaney agrees. "He's all about taking care of the customer." Eastman Chemical voted Ken their Top Supplier multiple times throughout their relationship. It should come as no surprise that Ken was one of the top ten salespeople for Tencarva.



Left to right: Ken with his children: Kenny Jr, Sam, Rebecca, Sharon (wife) and Amanda (Kenny's wife)

In his spare time, Ken focused on family, church, and coaching. According to Alan Johnson, Ken is a phenomenal tennis player. "We played together in the early days. It was a way to spend time together. Ken wiped the court with me." Now in retirement, Ken plans to slow down a bit. He and his wife Sharon are preparing to move to a lake where they'll spend their days gardening, fishing, and traveling.

While Ken is off to new adventures, he still remarks, "I am grateful for all the Tencarva family support given to me...It has been a great ride, and I'm looking forward to seeing how Tencarva continues to grow." As for the Tencarva family, the feeling is mutual. Per Steve Newsome, "Ken is a good friend. He always had the company's best interest in mind and was a great employee for all the years he worked for the company."



# CHRIS PIROLO

*Not only did he stay on, but he pushed hard to the end, even landing two big orders in the last two days of his working career. Way to leave on a high note!*

**"Boom, ya done."** Chris Pirollo may be retiring, but his NY-accented catch phrase still lingers in the minds of his coworkers. Known for his get-it-done attitude around the office, his drive will surely be missed by his colleagues and customers.

A University of South Florida graduate with a bachelor's in Mechanical Engineering, Chris started with Hudson Pump in 1991 as an Applications Engineer. In 1996, he moved up to outside sales, and later became manager of "Team Power," dedicated to calling on the power industry. According to Jeremy Reese, "the successful effort he has led in growing our presence in this market could be the basis of a really good case study."

Chris was always passionate about his job. Tony DeJesus recalls, "He expected absolutely 100% out of every employee here when he was working on a job. He wanted more from everyone. Some people loved it, some didn't, but the customers always did." Chris Schuler remembers Chris's high expectations with a laugh: "Chris would come through the hallway between our cubicles and start asking for answers, and it would throw everyone in a tizzy. Then he'd walk away, go outside to see his customers, and we'd be scrambling to get him the information that he wanted." They made a "Tornado Alley" sign to warn unsuspecting coworkers.

It's no surprise this energy led Chris to success, especially in new product sales. In 2001, Chris even had an opportunity to work with Boeing to assist NASA on pump replacements for the Shuttle Launch pad.

Chris's drive didn't lessen outside of work. He's done cabinetmaking, he tinkers with cars, and has been known to ride into annual sales meetings on a motorcycle in full leather gear. He's even building a radio-controlled lawnmower that runs on tracks like a tank. In retirement, it's unlikely Chris will slow down at all. After marrying wife Carrie a few years ago, the pair have kept one another moving, either in her Mustang Shelby GT500 or his C8 Corvette.

When Chris decided to turn in his company route for more family trips to NY, fate had another plan. On what was supposed to be his last official day in his territory, Tencarva lost a key person. Knowing the company would be in a tight spot, Chris volunteered to stay on for another year to give the team time to reorganize. Jeremy Reese expressed the company's gratitude best: "It's the ultimate company-minded approach that we should all aspire to, and a decision we all thank him for making. Not only did he stay on, but he pushed hard to the end, even landing two big orders in the last two days of his working career. Way to leave on a high note!"



Chris and wife, Carrie, celebrate his retirement



Chris and Carrie's cars with dueling vanity plates.



Chris visiting the Shuttle Launch Pad 37B to verify interchangeability of the pumps. In background, Shuttle Endeavor is on the pad.



Chris with coworkers.





# DAVID MCDUGALD

*It's obvious David took his role seriously as a colleague and mentor.*

**David McDougald likes to describe the early days of Tencarva in Arkansas as "the wild west."** When Bill Strong got the Goulds contract for Arkansas in 1995, new branch manager Jon Watson brought David on as the first sales engineer. Having previously worked for a competitor, David knew the opportunity to sell Goulds pumps was too good to pass up. He remembers thinking, "I may never get another chance to sell Goulds pumps in my lifetime if I don't take this." But starting with just one line was a risk. Then after his biggest sales year ever, he left his job and took on what he describes as a "real pioneering effort."

Jack Miller, president of Tencarva at the time, let loose David's proven sales drive, encouraging him to leverage their Goulds contract to get in the door and then use his contacts to buy and resell anything he could. David started networking, built up a new customer base in a new territory, and the profits came in. Born and raised in Arkansas, David was the perfect person to grow Tencarva in the state, and grow it did.

Over the past 25 years, Tencarva's footprint in Arkansas has grown to three branches, most recently expanding to open the El Dorado branch. Don Wirth had entrusted David to manage the Springdale and Little Rock branches. That trust expanded for a few years as David also took over the El Dorado branch. After all that driving around, he's glad to hand the steering wheel to Micah McCall.

Now that he's off the road, David doesn't have a retirement plan per se. Dealing with some health issues, he is focused on getting healthy to make sure his retirement life is as full as possible. David has a large family, with 24-year-old son Logan having just graduated from Harding College, and daughter Allyson, 34, and her husband, Jonathon, busy with sons Lucas, 7, Maddox, 5, Owen, 3, and Henry, 7 months. He has always loved weekends at his lake house in Hot Springs, AR, with his wife of 38 years, Belinda. He expects those weekends will now turn to long summers chasing his grandsons around the cabin.

David is remembered fondly around the Tencarva offices he managed. His alter-ego, Klint Viscosity was always a huge hit at the biennial meetings. And while he was known for the laughs, he's more so remembered for his helpful personality. Derek Michalski shared, "You couldn't ask for a better guy. David's always willing to help. There was never a time when he didn't go the extra mile. If you called David, he was going to do anything he could to help you." It's obvious David took his role seriously as a colleague and mentor. Caleb Carter shared, "I worked very closely with David for over 4 years. One thin wall separated our offices. He wanted me that close so I could learn everything possible from him before he retired, and I learned a lot!"

In the short time David has been gone he's already missed. Derek said it perfectly, "You don't replace David. You just try to move forward."



*David's family. L to R, Logan (son), Belinda (wife), Allyson (daughter), Jonathon (Allyson's husband) and grandsons in front.*



*David and family at Logan's recent graduation*



*David with his family and new grandson Henry.*



*Coach David on the field.*





## A 25 YEAR ADVENTURE: CHUCK MCCAUGHEY

*"As long as they decide to keep me, I'll be around."*

Chuck is quick to tell you he's not got the traditional background of a Tencarva sales engineer. Now Branch Manager for Florida's Municipal Division in Lakeland, FL, Chuck's journey from sales trainee reads more like a screenplay than a resume, starting with the fact that Neil Armstrong, American hero, presented Chuck with his Eagle Scout award.

A Secondary Education graduate of the University of Florida, Chuck started his career teaching high school science and coaching the football team. His tenure only lasted 2-3 years, but that was enough for Chuck to see many of his star players head off to D1 schools. His biggest claim to fame is the time he spent coaching Cleveland Gary, who went on to play for the L.A. Rams.

From there, he spent 12 years running his own residential contracting firm. Along the way, he found time to spend over 30 years in the world of martial arts, meeting big names, and even having the opportunity to be on TV as a ring announcer for ESPN.

He left self-employment behind in 1996 to work at Hudson Pump as the senior inside applications engineer. Always looking for a challenge, Chuck found one in a new line - Becker Vacuum Pumps, expanding the company's offerings to the broader "Hudson Pumps and Equipment" as part of the "Monarch Group" where he was manager of the Specialty Products division of Hudson Pump. When Tencarva purchased Hudson Pump, Chuck was offered the opportunity to move into the newly created Specialty Products Group

and, shortly after, became the manager of that group for over 15 years. In 2019, he was offered a new challenge and was asked to lead the Florida Municipal Team after Nate Geiger retired. Chuck readily accepted the opportunity and made the move, leaving behind the faster-paced industrial sales. He notes, "When you're involved in bidding Municipal jobs, there's a process. A lot more working parts. Working with the Owner, their Engineer, the actual bid, the Contractor, Engineer approval and startup—this is different than the Industrial side, but a welcome change."

Chuck isn't the only one in the family that embraces challenges. His wife, Lynn, is a licensed Nurse Practitioner currently working with the elderly. Together with their two daughters, Lauren, 14, and Catherine, 16, they also live on a working farm. Chuck refers to himself as a "Green Acres gentleman farmer," filling his off-hours with property maintenance and caring for their many horses and cattle.



Chuck's pride in his family and his employment shine through his conversations. "At Tencarva, we have a phenomenal group of people. When I first came to Tencarva, I was told by a very senior sales engineer that no two days would ever be the same, and I would learn something new every day. That's held so true. I don't struggle to get up and go to work. I want to see what the next day's going to bring."

Chuck's only had three jobs in his life. Tencarva, he says, has been the most satisfying. "As long as they decide to keep me, I'll be around."



*Lauren, Catherine, Lynn and Chuck on their farm*



## ON THE MOVE



### ALAN JOHNSON

*Branch Manager, Tencarva Machinery Company, Johnson City, TN*

Alan Johnson started his relationship with Tencarva straight out of college. A Chemical Engineering graduate of NC State University, Alan was pleased to find a position in the Columbia office as an Applications Engineer. After some training, he transferred back to his hometown of Greensboro where he worked for a couple years and was able to help out at other locations. In 2008, he was promoted to Sales Engineer and transferred to the Johnson City office. In his many years at Tencarva, he's grown to love the family-friendly environment and the close-knit community. "As the company has grown over the years in people and geography, they've somehow managed to keep a little bit of the smaller-company direct line of communication open." Now as the Branch Manager of the Johnson City office, Alan looks forward to continuing that openness, acting as a mentor to the younger sales engineers. To his coworkers, Alan is known as a dedicated family man and in the office as a warm and helpful colleague, focusing on doing the best job possible for the customer.



### MICAH MCCALL

*Branch Manager, Tencarva Machinery Company, El Dorado, AR.*

Micah has come a long way, both in distance and in job title, from his early days at Tencarva. As an NC State grad in Civil Engineering, Micah started as a Sales Engineer Trainee in the Richmond branch in 2011. He quickly moved on to applications engineering, transferring to the Greensboro office. There he was a "jack of all trades," managing both internal and external responsibilities. Tencarva saw his drive and gave Micah his next challenge, moving him to Little Rock, AR, for what was to be a six-month assignment. Micah and his wife, Consuelo, have now been in Arkansas for almost five years. While they're getting used to the slower pace of life and the longer drives for shopping, they're both excited for his recent promotion to branch manager of El Dorado, a new branch and new territory. According to Derek Michalski, "He's definitely up for the challenge. He's proven himself. He loves the company and has done a great job developing his customer base. We couldn't ask for a better person to move down there." Micah knows that Tencarva can do a lot of good in the South Arkansas territory. "This area had been under-served, the customers starved for attention [by a competitor]. I'm looking forward to helping solve the issues they were having, including everything from plain everyday support, to expediting and to solving big problems."



### BRENT FULGHUM

*Branch Manager, Southern Sales Company Municipal Division, Nashville, TN*

Brent Fulghum describes his 2014 start at Tencarva as "a bit of a culture shock". From his 2005 graduation from Georgia Tech with a degree in Civil and Environmental Engineering, he went directly into consulting engineering. For 9 ½ years, Brent designed wastewater facilities and pump stations. In 2014, when he joined Tencarva as a Sales Engineer, that background made the transition easier, but he admits there was a learning curve. "I know a lot more about engineered products in this sector now than I ever did as a consulting engineer." Part of that is due to the in-house resources of Tencarva. "It makes us stronger, a little more nimble. If I have a technical question about a pump, I can pick up the phone and call Cary or Mike or George\* and get an unbiased, quick answer." Brent is proud to step into VP Bill Allen's previous double-role as Branch Manager of Southern Sales Municipal Division. He hopes to work with IT and other departments to streamline projects "from order entry all the way through to the final invoice." Brent is no stranger to hard work. A husband to Kimberly and father to Chase, 21, Emmersen, 11, and twins Kate and Lexi, 8, Brent still finds time for fly fishing and restoring his 1977 International Scout.

\* Cary Fulp, Application Engineer (Greensboro), George Ceelen, Application Engineer Manager (Greensboro), Mike Brandt, Application Engineer (Atlanta)





## TEAM NEWS

### EMPLOYEE ANNIVERSARIES

#### 35 YEARS:

Duke Secrest, *ESSCO Sales, ESSCO - Greensboro*  
Tim Weber, *Sales Manager, Beaumont*

#### 30 YEARS:

Kevin Clontz, *Sales Engineer, Springdale*

#### 25 YEARS:

Chuck McCaughey, *Branch Manager, Lakeland Municipal*  
Steve Miller, *Sales Engineer, Richmond*

#### 15 YEARS:

Kennie Wright, *Accounts Payable Clerk, Greensboro Admin*  
Vicki Oliver, *Corporate Office Receptionist, Greensboro Admin*  
Linda Ireland, *Sales Support Specialist, Lakeland Municipal*

#### 10 YEARS:

Brenda Haynes, *Sr. Operations Support Specialist, Greensboro Fabrication*

#### 5 YEARS:

Richard Kimble, *Mechanic II, Brookhaven*  
Tyler Wilcoxson, *Repair Coordinator, Brookhaven*  
David Harbin, *Mechanic I, Memphis*

#### 1 YEAR:

Bryce Weber, *Shipping/Receiving Clerk, Beaumont*  
Blake Stevens, *ESSCO Sales Trainee, ESSCO - Greensboro*  
Jason Reaves, *Sales Support Specialist, Greenville, NC*  
Patrick Hill, *Sales Engineer Trainee, Municipal East*

### PROMOTIONS

Alan Johnson, *Branch Manager, Johnson City Branch*  
Micah McCall, *Branch Manager, El Dorado Branch*  
Bryan Quate, *Uniguard Supervisor*  
Rodney Richardson, *Field Service Supervisor, Nashville Branch*  
Brent Fulghum, *Branch Manager, Southern Sales*

### TRANSFERS

Hayden Chappel, *Sales Engineer Trainee, Southern Sales*  
*Formerly Lakeland*

### WELCOME OUR NEW HIRES

#### WINTER 2021

**Daniel Bates**  
*Mechanic I, Greensboro*

**Kelly Criss**  
*Service Technician, Southern Sales*

**Mitchell Gardner**  
*Sales Engineer Trainee, Memphis*

**Matthew Geraldson**  
*Service Technician, Southern Sales*

**Jillian Silvernail**  
*Repair Coordinator, Lakeland Admin*

**Noah Smith**  
*Mechanic I, Knoxville*

### TRANSFER OPPORTUNITIES

**Saladin Pump & Equipment**  
*Machinist, Beaumont, TX*

**Saladin Pump & Equipment**  
*Mechanic II, Beaumont, TX*

**Tencarva Machinery Company**  
*Service Technician, Macon, GA*

**Hudson Pump & Equipment - A Division of Tencarva Machinery Company**  
*Shipping & Receiving Clerk, Lakeland, FL*

**Tencarva Machinery Company**  
*Sales Support Specialist, Columbia, SC*

**Hudson Pump & Equipment - A Division of Tencarva Machinery Company**  
*Service Technician, Lakeland, FL*

**ESSCO**  
*Inside Sales, Greensboro, NC*  
*Electrical Application Engineer, Greensboro, NC*

**Tencarva Machinery Company**  
*Mechanic I, Greensboro, NC*

**Tencarva Municipal**  
*Sales Engineer Trainee, Virginia, Richmond*



IN MEMORIAM

**JODY OLIVER**

Jody Oliver, Accounts Receivable Clerk, Greensboro, NC, passed away on Sunday, Feb 28. Jody was part of a close-knit group at Tencarva who will miss her like a part of their family. Susan Ingram, Financial Reporting Manager in Greensboro said, "We shared our lives together. Family's names became familiar. We laughed together at her grandchildren's antics and supported her through some scary rough patches in her life." Jody found strength through her own persistence. Susan continued, "[That persistence is] what made her good at her job. It's also what allowed her to survive the difficulties she encountered in her life." Jody also found comfort and joy in her loving family. She and her husband James were married for 25 years. Jody loved her daughter and son-in-law, Kristin and Brendan, and her grandchildren, Mackenzie, Matthew, Madison and Mason. Jody may be remembered for her expertise in sales tax in Tencarva's territories, but more importantly, Jody will always be known for her caring spirit. Susan finished, "There have been many hugs and prayers prayed together for those we love; with Jody giving as well as receiving."

*Jody found strength through her own persistence.*



*Jody, right, with her coworkers*

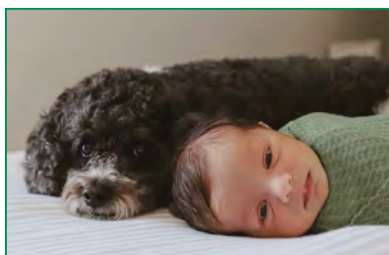
**PATRICK DUFFY**

Patrick Duffy, Applications Engineer, Cumming, GA, passed away on Tuesday, Feb 16. Pat is well-remembered and terribly missed by his coworkers at Tencarva. Brett Smoak said, "Pat was just a super guy. He was a great applications engineer--the best I've ever had. You know how they have 'work wives' and 'work husbands'? He was my work brother." Pat is remembered as a "tell it like it is" kind of guy around the office. Jeff Johns remembers his big personality fondly. "Pat wasn't shy about telling you how he felt, and I would do the same for him. The way I work, Pat and I were a perfect mix." His openness about his own feelings seemed to make Pat more in-tune with the feelings of others. "He had a good grasp of the people around him and what they were going through and feeling," said Jeff. Outside of work, Pat loved the outdoors, the Steelers, and fishing. His passion for cars is remembered with a wry laugh by Jeff who received more than one call from Pat saying he would be late or absent, stranded by whatever fixer-upper he was currently driving. Beyond his hobbies, Pat's primary love in life was his family. Brett added, "He loved his family, having his grandkids visit, and playing with them in the pool. He loved Carol so much." Pat and Carol shared 42 happy years and built a beautiful family including children Patrick, Shaun, Shane and Brittany, and grandchildren Emma, Hunter, Lucas, Jack and Owen. His Tencarva family will miss Pat and send thoughts and prayers to his loving family as they go through this difficult time.

*Pat was just a super guy.*



*Pat with wife, Carol*



**BABY NEWS**

**DEVAN ROBERT GANESH**

*Born: January 27th, 2021, 7lbs 6oz, 19.5in long*

*Tencarva Parent: Varun Ganesh, Sales Engineer in Greensboro and wife, Lexy*

Devan is a happy, smiley, bundle of joy! His big brother, Gunnar - the poodle, agrees. Devan's name has ties to Indian culture, and Robert was Lexy's late Grandfather's name.

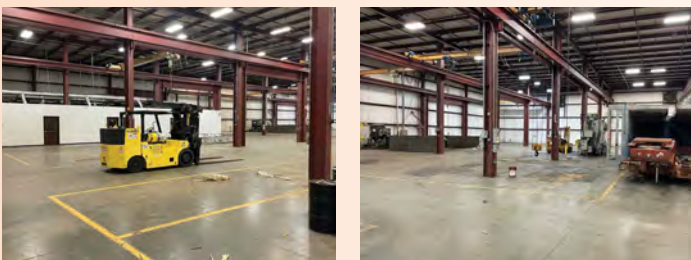


1115 Pleasant Ridge Rd, Greensboro, NC 27409

## Tencarva In Action

Behind the scenes, in house and on site.

**ITT Pro Shop moved** out of the Greensboro facility on Wednesday, Feb 17. The space is currently in transition as it is prepared to soon house the service department and Uniguard.



**NC State University,** alma mater to many of our employees, recently received a repaired cooling tower pump. This project was overseen by Tencarva Greensboro branch. *Photo by Nathan Edens, Branch Manager.*

