

# Monthly Spotlight

---

To kick off the New Year, we would like to introduce you to Ian Preca, TRM's Technical Customer Care Manager. Ian has been with TRM for over 4 years and is featured as our January employee spotlight. With over 9 years in the industry of heating cables, Ian has been helping clients find appropriate heating solutions that fit their needs and budgets.



Ian has been a great asset to the team. His journey at TRM has been of constant growth and learning, helping elevate our internal processes and external services.

Ian assisted in the creation of our new in-pipe potable water heat tracing systems. Working with our customers and engineering team, his keen listening skills allowed us to take our product to the next level to ensure a product that users want and need.

His passion lies in educating customers and co-workers about our diverse product range and is a key troubleshooter for regular day-to-day project requests.

"I love that every day is different, depending on the type of requests I receive. I find it very satisfying to help people find an appropriate solution that fits within their budget."

In his spare time, he enjoys fly fishing and spending time with his family. He hopes to one day check completing a multi-day kayak trip in Desolation Sound off his bucket list.