

WHO WE ARE AS WE SERVE WITH PRIDE

It has been said, that the best way to find yourself is to lose yourself in the service of others. That statement has never been more relevant than right now, in the midst of a global pandemic.

As mechanical contractors, the work we do is often “behind the scenes” - but very essential. MCAMW contractors are the best-trained and highest skilled professionals in the industry - delivering safety, comfort, and health to our community.

We are proud of the work of our contractors, so we are launching **MCAMW Contractor Focus** - a series of short messages that highlight **Who We Are As We Serve With Pride**.

MEMBER SPOTLIGHT

Angela Ware, Customer Service Representative

Angela Ware, Customer Service Representative at W. L. Gary Company, Inc., has dedicated 32 years of outstanding loyalty to the company and mechanical contracting industry. Angela is a Maryland resident and a proud mother of one son and two daughters.

Angela started at the Gary Company in Washington D.C. when she was 18 years old as a receptionist and typist. As time progressed, Angela moved into the accounting department where she handled and processed the company’s payroll. With the company continuing to expand and its customer base increasing, her knowledge and expertise called her to transition to the service department. She became the company’s main customer service representative and has excelled in this role ever since.

With respect to the federal and local advisories in effect throughout the COVID-19 pandemic, W.L. Gary Company, Inc. abided by work from home recommendations for eligible employees. With many staff members working from the safety of their homes, Angela continued to “hold down the fort” at the office location. She went above and beyond to maintain company operations and even expanded her focus from customer service to multiple other departments within the company.

Because of the circumstances due to the pandemic, employees have been working more hours to ensure operations run smoothly. Along with her Gary Company team members who were working remotely, Angela has also dedicated her time and efforts to the company even after the work day officially ended. With a smile on her face every day, she continued to commute to the office and work extra hours to ensure that her colleagues could remain with their families in the safety of their homes.



Angela Ware, Customer Service Representative at W.L. Gary Company, Inc.



“The entire Operations Team values the contributions Angela has made during this time. It has allowed those individuals to be able to work remotely because of all the work she has been able to do in the office. Angela is an integral part of the Gary family and we are thankful her commitment to keep operations running smoothly.”

– Randy Greer
Executive Vice Preseident
W.L. Gary Comapny, Inc.

Shared by Mr. Randy Greer, Executive Vice President of W. L. Gary Company, Inc.

SHARE YOUR STORY

The MCAMW is proud to share this story as it demonstrates the willingness and professionalism of our member contractors. Please let us know if you have a project or initiative that your firm is undertaking and can be featured in our Contractor Focus.

Contact Hannah Inman at Hannah@MCAMW.org.