



Susie McNickelson

Age: 35

From: Boston, Massachussets

Occupation: Journeyman Plumber

Overview

Details

- Susie is a middle class journeyman plumber and works for a licensed master plumber at a small local plumbing company.
- Since he isn't allowed to pull permits as a journeyman, he usually works on jobs arranged by his supervisor.
- Sometimes he is expected to interact with prospective clients and set up smaller, residential jobs that his supervisor essentially just signs off on.
- His boss allows him to keep a company vehicle at his own place of residence

Goals

- Connect with clients and set up appointments for smaller, residential jobs that his supervisor can sign off on.
- Interact with clients that his supervisor has already connected with or scheduled an appointment with
- Obtain positive reviews and proof of work that will help him throughout his career

Equipment

- Company truck which he is allowed to keep at his place of residence
- Wires, pipe cutters, plungers, tape, sealants, etc

Behavior and Tech Habits

- Usually monitors his email and other various accounts for communications from his supervisor or from clients when he is not presently on a job but is still on call
- Briefly checks his phone while on jobs for important communications in idle moments

Education and Credentials

- Completed a 2 year trade school program for plumbing
- Completed a 4 year paid union apprenticeship
- Obtained a journeyman license
- Worked as a journeyman for a local plumbing company for 3 years