



Archie Hanlon

Refrigeration and
Air Conditioning
apprentice at
Carrier Solutions
UK.



What and where I'm studying:

I'm Archie Hanlon, and I'm taking a Level 3 Refrigeration and Air Conditioning apprenticeship at Manchester College and working as a Technical Support Engineer at Carrier.

Current role:

In my day-to-day role as a Technical Support Engineer at Carrier, I provide tech support to engineers working on Toshiba and Carrier equipment. This includes answering calls from engineers on-site, offering guidance to resolve tech issues and occasional site visits to help with fault-finding or commissioning systems.

Having a role that mixes office-based support and hands-on site experience has been key to my learning. The knowledge I get from working on-site means I can give practical and effective advice when assisting engineers on the phone.

What I wish I'd known sooner:

I wish I'd developed better communication skills earlier. Good communication is essential for providing technical support, as it keeps things clear and helps engineers feel confident in the advice provided, especially when talking on the phone.

Best tip:

Ask as many questions as possible! Whether you're just starting out or have years of experience, there's always something new to learn.

To explore apprenticeship opportunities with Carrier, call 01372 220 220 or visit www.carrier.com/commercial/en/uk.

About Carrier

Founded by the inventor of modern air conditioning, Carrier is a world leader in high-technology heating, air-conditioning and refrigeration solutions. Carrier experts provide sustainable solutions, integrating energy-efficient products, building controls and energy services for residential, commercial, retail, transport and food service customers. Carrier is a part of Carrier Global Corporation, global leader in intelligent climate and energy solutions that matter for people and our planet for generations to come. For more information, visit www.carrier.com or follow @Carrier HVAC Europe on LinkedIn.

Something I found difficult but overcame:

Initially, I struggled with confidence when speaking to engineers on the phone. Over time, and with the support of my colleagues, I've built up my knowledge and experience, which has improved my confidence in giving clear, good-quality advice. I now feel proud knowing I can help engineers with their issues.

Favourite part of my apprenticeship:

I really enjoy the hands-on learning opportunities I get during site visits. These experiences give me a better understanding of the challenges engineers face and help me to give technical support with a more practical perspective.

Most challenging aspect:

Balancing the demands of college work with my responsibilities at Carrier has been the biggest challenge. However, strong time management and the support of my team have helped me stay on top of everything.

Aspirations for the future:

My goal is to become as qualified as possible within the industry and to take on a managerial role at Carrier, where I can lead a team and help future apprentices.

