



**James McEwan**

Regional Service  
Manager at  
Carrier Service.



### What and where I studied:

I'm James McEwan and I am currently a Regional Service Manager for Carrier Service.

I started my apprenticeship with Carrier in 2005 gaining my NVQ Level 2 in Refrigeration and Air Conditioning from Bradford College in 2008. From 2010 until 2012 I studied for an NVQ Level 3 in Refrigeration Design and became a fully qualified engineer.

After a few years I wanted to gain further qualifications and started my BA degree in Business Management Leadership Practice from the Open University in 2021. I graduated in the summer of 2024 and began my MBA in the September.

### Apprenticeship and current role:

My brother-in-law, who was a senior technician at Carrier, told me about the opportunity and outlined the type of work I'd be doing, and I was sold. I had a young family at the time and Carrier offered job security and a career path.

In the early days, I was doing all sorts from arranging parts to assisting with high complex chiller rebuilds. As my skills progressed, I took on more responsibility running my own jobs. I would carry out minor repairs and maintenance works with the support of the senior technicians.

After completing my apprenticeship in 2008, I progressed to a Service Technician and then through to a Lead Technician. I then moved into sales and became Sales Manager, then Operations Supervisor, before moving into my current Regional Manager role.

My apprenticeship certainly gave me the 'ground up' understanding of the business. I have experience and knowledge of the challenges technicians face on a daily basis so I'm able to support them properly because I've been in their shoes.

[To explore apprenticeship opportunities with Carrier, call 01372 220 220 or visit \[www.carrier.com/commercial/en/uk\]\(http://www.carrier.com/commercial/en/uk\).](#)

#### 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](http://www.carrier.com) or follow @Carrier HVAC Europe on LinkedIn.

### What I wish I knew sooner:

Learning and listening, those soft skills, are some of the most important skills to master. They allow you to understand the needs of our customers and the team we work in. Listen to understand, not to respond...

### Best tip:

The best tip I can offer anyone thinking about doing an apprenticeship is just do it!! You get the opportunity to learn as you earn ...and no student debt.

Find what interests you and focus on it. Currently, the focus is on carbon reduction and energy usage, so joining the industry now means you could have a pivotal part to play in helping companies reach their net zero goals.

### Something I found difficult but overcame:

As an older apprentice, I had been away from education for some years. Returning to learning was daunting but in reality, many on my course were in the same boat. We talked about our experiences and soon found out I was overthinking, and there was nothing to worry about.

### Favourite part of my apprenticeship:

Looking back, the best thing about my apprenticeship is that it led me to this point in my career. If I'd not started, then I wouldn't be part of an organisation that invests in its people and helps solve problems for its customers.

### Aspirations for the future:

I've just started my MBA so I'm focused on working on my studies and I hope to implement my learning into my work so I can lead my team the best I can.

