



Meet the QTEC Team

Geoff Smith

Business Development & Training Manager



How and when did you first commence work with QTEC?

A mutual friend asked me to ring one of QTEC's managers as I was looking for work. I had a 4-hour interview, and I started at Qtec in January of 2012.

Tell us about your industry and background?

I am from the Marine Industry (Shipwright & Boat Builder). I also served in the Australian Navy for approximately ten years. I saw active service in Kuwait and Iraq, was involved in the Vanuatu coup and the Bougainville problem.

After that, I have worked in management for 25 years. I have certificates in the following:

- Certificate – Shipwright & Boat Building
- Certificate IV – in Training & Assessment
- Certificate III – Marine Technician
- Advance Certificate – Marine Propulsion and Maintenance
- Certificate IV – Business & Project Management
- Completed Time Management courses at Tafe.

At Azzura Marine Group, I project managed projects from \$500K to over \$10 million worldwide. I was GM for two years and Facility Manager for three years.

What is your current role and deliverables?

At QTEC, I am a Business Development Manager and Trainer. I look after the dealer network for sales and Technical help. We have well over 170 dealers, resellers, export, Pirtek and end-users all buying our products. They require special care and help at times to push the Qtec Fire product. I also provide quotes, technical training, and technical guidance.

What do you find most exciting about working for QTEC?

I am excited about the allowance I have received to promote a great product and the ability to promote it at shows, client's facilities, and on

the phone. Meeting the dealers and customers are always great. I learn new things and see new ideas as a result.

I love interstate and overseas travel as it opens up new customers and cements Qtec Fire Services as a strong product range and helpful company. We are viewed very highly in Asia due to the communication and visits I have developed over the past ten years. These contacts were passed onto me from Mark, the original owner, and I have developed many of my own. I love talking to the clients about the product and its abilities to help them out in their needs. Its' always interesting to find out what they have learned from our competitors.

What do you enjoy about your role, and what is the most challenging part of your role?

I usually learn something new every week. I enjoy the mixture of my work. I love it when one minute I might be sorting a customer problem, the next a quote, and the next a presentation. I also love bringing new clients up to speed with our product range.

There are times when we are getting swamped with a run of questions on similar things or being asked to drop everything. This usually puts pressure on customer requirements. There is also a time to always go back to a customer and answer them with why we are late. This needs to be addressed in 2-3 days max.

What do you enjoy doing in your spare time?

I love my Bike Club and the Veteran's welfare I'm involved with. I also love my family, watching a good movie with a drink. I love Chinese food.

If you were down to your last \$10, what would you spend it on?

Hopefully, a double shot of Single Barrel Jack Daniels on ice.