



Cochran The Wire

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Women
Who
Move
the
Industry



By LeeAnn Cochran

"I didn't come into this industry because it looked easy. I came into it because it mattered."

Construction has always been a place where results speak louder than titles, where you earn trust by showing up, listening closely, and doing what you said you'd do. In the beginning, I learned quickly that credibility isn't something you're handed. It's built the same way our work is built, step by step, choice by choice, day after day. You learn the rhythm of a jobsite. You learn how to read a room. You learn that the best leaders don't need to be the loudest; they need to be the most consistent.

Over the years, the industry has changed in ways none of us could have fully predicted. The tools are different. The pace is different. The expectations are different. Our customers operate with tighter schedules, greater complexity, more stakeholders, and higher standards for communication than ever before. Technology has accelerated everything: how we coordinate, how we document, how we design, and how we solve problems in real time. The work is still physical, still demanding, but the environment around it has become faster, more interconnected, and less forgiving of surprises.

Women-led organizations, especially those that want to lead with both strength and humanity, have also had to evolve. We've had to be excellent in the fundamentals while also building cultures where people can belong, grow, and contribute fully. That's not always easy in an industry that has historically rewarded toughness more than transparency. But the best teams today understand something important: the future belongs to the organizations that can combine discipline with empathy, standards with support, and performance with purpose.

At Cochran, we carry a responsibility that we don't take lightly. We're proud to be Washington's largest women-run business, and even prouder that we've proven what's possible when leadership looks like the real world: diverse, capable, driven, and deeply invested in the people behind the work. That isn't just a milestone, it's a commitment. A commitment to expanding access, creating opportunity, and opening doors wider than they were opened for us.

Our values aren't framed on a wall; they're tested in the field, in the office, and in the decisions we make when nobody is watching. They show up when a schedule collapses, and we still deliver. When a customer needs clarity, we choose honesty. When a teammate needs support, we choose respect. When a job gets complicated, we choose to figure it out together.

That's why this issue matters.

This Women in Construction edition of The Wire is not simply a celebration of women in our company, though it absolutely is that. It's also a window into the ways women across Cochran are defining problems, deciding on solutions, and delivering outcomes that protect our customers, strengthen our teams, and move the business forward.

You'll meet women working behind the scenes to keep expansion and compliance aligned with growth, like **Stephanie Moddison**, whose work in accounting and licensing helps clear the path for new regions, new customers, and new opportunities. You'll hear from leaders who carry the weight of customer trust in the field, like **Laura Narum**, who described what it means to be the only Cochran face a customer may ever meet in person, and how our commitment to finishing the project isn't just a promise, it's a reputation.

And you'll learn what long term accountability looks like at the highest level, like **Karen Boshear**, whose leadership on a major technology account reminds us that trust is earned in the hard moments, and kept through honesty, capability, and follow through.

This issue also highlights the quieter strengths that hold everything together: the process builders, the planners, the communicators, the people who keep momentum alive when complexity tries to slow it down. **Lauren Dunham** brings discipline to procurement and forecasting because a schedule is only as good as the materials that show up on time. **Kristi Garcia** shows how proactive communication can prevent rework and protect budgets, sometimes with something as simple and as powerful as a 30-minute FaceTime walkthrough before a crew mobilizes. And you'll meet **Ilene Ferrell**, whose safety leadership reframes what safety truly is: not policing, but advocacy, planning, training, and care that protects people and makes projects more efficient.

And if there's one theme that runs through nearly every interview, it's this: the best work is built on trust. Trust with customers. Trust between trades. Trust between the field and the office. Trust within teams, especially when the pressure is high and the timeline is tight.

That trust doesn't happen by accident. It happens because of the women (and the teams) who choose professionalism over ego, clarity over chaos, and preparation over panic. Women like **Megan Berryhill**, who represent the talent, grit, and pride that live in our field, where the work is real, visible, and earns respect the honest way.

To every woman who said yes to an interview, even if you weren't sure what you'd say, or whether your story "counted," or whether anyone would care, thank you. Thank you for trusting us with your experience. Thank you for naming the hard parts, not just the highlights. Thank you for representing the truth: that progress is built by people who show up every day and keep moving forward.

We believe in the wire pullers, the outside-the-box thinkers, the late-hour installers, and the solution seekers. We believe excellence isn't a slogan, it's a standard. And we believe the work we do doesn't just power buildings. It powers inspiration, human wellbeing, and community.

This issue is a tribute to the women who move that work forward, often without fanfare, always with impact. I hope you see yourself in these pages. And I hope you see the future we're building, together.

A handwritten signature in black ink, reading "LeeAnn Cochran". The signature is fluid and cursive, with the first name "LeeAnn" and last name "Cochran" clearly distinguishable.

LeeAnn Cochran

CEO

Cochran, Inc.

01

Allison Blakeley

Account Executive
Mariners Program
(Technologies + SPD)

Born and raised in Edmonds, Allison joined Cochran in 2009 after starting her career in banking. She moved from accounting to the project side within a year—first as a Project Assistant, then Project Engineer, and Project Manager—and today helps orchestrate the high stakes, real time work that powers the Mariners fan experience. From Victory Hall and the Press Club to the Diamond Club and the ballpark's massive video systems, her teams deliver the same thing every time: ***no downtime, clear communication, and 110% effort—no matter the size of the task.***

At a Glance

- **Role/Team:** Account Executive, Technologies + SPD (Mariners Program)
- **Tenure:** Since December 2009
- **Path:** Banking → Accounting/Front Desk → Project Assistant → Project Engineer → Project Manager
- **Superpowers:** Building the right crew for each job, organizing details so field teams stay ahead, game day triage under pressure, trust first partner management
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind, Be Inspired



"Zero excuses—you can't miss Opening Day."

Building the Right Team, Every Time

For Allison, success starts with people. Before anything is built or installed, she focuses on understanding the full scope, timeline, and complexity of the work, then assembling the right team to execute it.

"I match the job to the right strengths, who's running it and who's their right hand. Then I stay ahead of every detail so crews have exactly what they need when they need it."

That level of preparation extends beyond her own team. Strong partnerships are essential, especially in a live environment like a stadium where multiple groups must move in sync.

"We work closely with ballpark operations and IT. If we need something, they make it happen, and when they need something, so do we. It's a two way street."

The result is a system built on trust, where everyone is aligned before the pressure hits.

Performing Under Pressure

When timelines tighten, Allison does not escalate stress. She reorganizes the work.

During a recent stadium wide antenna upgrade, design delays pushed the start date back by over a month, leaving an immovable deadline: Opening Day.

Her response was simple and decisive.

"We compressed the schedule. The entire team worked 42 days straight so Opening Day was seamless for fans. Zero issues."

That same mindset carries into high visibility events like playoffs, where her team is physically on site, ready to respond in real time.

"If something fails two hours before gates, it's all hands on deck. We fix it before go time."

In an environment where thousands of people depend on systems working perfectly, the ability to stay calm, move quickly, and solve problems without hesitation is everything.

Making Reliability Feel Routine

Despite the complexity behind the scenes, Allison's goal is simple: consistency.

"No matter how big or small, you get the same product from us. One hundred ten percent every time."



Allison and the team behind the scenes—prepared, aligned, and all in—so when Opening Day arrives, there are zero excuses and zero misses.

That consistency is what builds long-term trust with partners. Instead of micromanagement, her teams are given ownership and accountability.

“There’s complete trust. They tell us what they’d like, and we make it happen. We’re fair and transparent on pricing and process, and that makes everything smoother.”

It is a model where reliability is not something customers think about. It is something they expect.

The Game Day Playbook

Behind every successful event is a system built for speed, clarity, and redundancy. For the Mariners Program, that includes:

- On site coverage during critical event windows with clear escalation paths
- Pre-staged spare parts, labeled go bags, and ready access to key systems
- Schedule compression strategies that include added shifts and nightly quality checks
- Multiple sourcing paths for materials, including internal inventory
- Single point communication across operations, IT, and Cochran

Everything is designed around one outcome: **zero disruption when it matters most.**

Partnership That Raises the Bar

For Allison, partnership does not stop with the customer—it starts with the team.

“I believe we’re not only partners with our customers, but with our teams. The field is my customer just as much as the client we’re working for.”



Allison and her team show up ready—aligned, prepared, and built to perform when it matters most, so when the gates open, everything just works.

That mindset shows up in how she runs every project. She works closely with the field to align on the plan, pressure test decisions, and make sure everyone has what they need before the work begins.

“We collaborate and bounce ideas off each other. We build the plan together—resources, strategy, everything.”

That shared ownership raises the standard. Everyone is invested. Everyone has a stake in the outcome.

And when that happens, the work shows it—on schedule, under pressure, and without surprises.

Moving the Industry Forward

What defines Allison’s work is not just execution. It is ownership. She builds teams that are prepared, partnerships that are trusted, and systems that perform under pressure.

And when the lights come on and the gates open, everything simply works.

Because in her world, it has to.



02

**Lauren
Dunham**
Project Manager
WA Large Projects

From Climate Pledge Arena to high rise tenant improvements at Bellevue 600, Lauren Dunham combines procurement rigor, lighting expertise, and clear communication to keep complex projects on budget and on time.

She began in a family business at 14 and has grown into a project leader who thrives under tight schedules and high expectations. Known for turning long lead uncertainty into clear procurement plans, translating design into value driven solutions, and building balanced teams, she consistently earns trust across stakeholders. Whether coordinating MEP partners or refining cost forecasts, her approach stays the same: *communicate early, decide transparently, and deliver without surprises.*

At a Glance

- **Tenure:** Since age 14; project leadership across arena, hotel, and high rise
- **Signature Work:** Climate Pledge Arena; Embassy Suites (North Lot); Bellevue 600 core & shell → TI
- **Specialty:** Lighting & procurement strategy, VE without compromise
- **Collaboration Style:** MEP alignment + vendor cadence + transparent GC comms
- **Tools She Leans On:** Smartsheet (procurement), Excel (CO budgeting), tight month end discipline
- **Off the Clock:** A quilter and serial home project doer (ask her about re building the pantry—twice)

“I’d rather deliver bad news early than deliver it late—then show the path to a better outcome.”

For Lauren Dunham, great project delivery is not about reacting to problems. It is about seeing them early, planning around them, and giving teams the clarity to move forward without hesitation.

Her work sits at the intersection of procurement, coordination, and design intent—where decisions made early determine whether a project finishes clean or fights itself all the way to the end.

Building the Path Before the Pressure Hits

Lauren approaches every project with one priority: lock in the path to on-time delivery before the schedule tightens.

That starts with procurement. She builds detailed plans around long lead items, release timing, and vendor alignment so the field is never waiting on materials.

At the same time, she translates budget pressure into smart value engineering decisions—especially in lighting, where the impact is both technical and highly visible.

Her role also requires tight coordination across teams. Mechanical, electrical, and construction scopes must move together, not in sequence.

“Build teams like systems: balance the load, pair strengths, and the work flows.”



Focused, precise, and always a step ahead—Lauren brings the same discipline to the field that she brings to every project, building the path before the pressure hits.

By pairing complementary skill sets and closing gaps early, she keeps decisions from bottlenecking and projects from drifting.

Earning Trust Through Clarity

Lauren’s approach to communication is direct and consistent.

She believes it is better to deliver bad news early than late, and to follow it with a clear path toward a better outcome.

That mindset builds trust quickly, especially when stepping into established relationships. On projects like Bellevue 600 and the Gates Foundation, she earned credibility not through tenure, but through behavior—clear information, proactive updates, and honest trade offs.

Her goal is simple: no surprises.

Customers and partners know where the project stands, what risks are emerging, and how those risks are being addressed.

Making Decisions That Protect the Schedule

When timelines compress, Lauren does not wait for answers—she builds options.

She front loads procurement, mapping design intent to release dates while identifying alternates in parallel. Vendor coordination is sequenced carefully so field work continues without interruption.

It is a repeatable playbook that protects the schedule without creating cost volatility.

She also invests early in cross trade alignment. Mechanical decisions ripple into electrical systems, controls, and layouts, so she works closely with the full MEP team to close RFI loops quickly and keep submittals and shop drawings moving in sync.

Delivering Without Surprises

At its best, Lauren's work feels straightforward. Projects land on time, on budget, and with outcomes that match the original vision.

Behind that simplicity is a disciplined system:

- Procurement strategies that eliminate guesswork
- Reliable cost to complete tracking that reflects real exposure
- Clear, early communication on changes and impacts
- Lighting solutions that deliver both performance and experience

It is not just about finishing the work. It is about finishing it cleanly.

Systems That Scale

Lauren's impact extends beyond individual projects. She builds tools and processes that improve how teams work.

A Smartsheet based procurement tracker, first developed on the Embassy Suites North

Lot project, now helps teams identify long lead risks and manage release timing more effectively.

She also developed an internal change order budgeting model that speeds up cost to complete reporting and improves month-end accuracy for general contractors.

These systems reduce friction, improve visibility, and make strong execution repeatable.

Moving the Industry Forward

Lauren's work is defined by discipline, clarity, and a focus on outcomes that last.

She plans early, communicates honestly, and builds teams that function as systems rather than silos.

Because in complex projects, success is not just about solving problems.

It is about making sure they never slow you down in the first place.



All smiles, all team—Lauren at the Cochran Classic golf tournament, bringing the same energy off the job.

03

Mercedes Gamor

Senior Manager
Learning, Development
& Culture

With a political science degree and a childhood around job sites, Mercedes Gamor didn't plan on construction—but once inside, she never left. After roles spanning marketing, accounting, project management, and DEI/recruiting, she joined Cochran to build what customers feel every day: ***teams that are prepared, proactive, and consistent***—because great delivery starts with how we develop people.

At a Glance

- **Role/Team:** Senior Manager, Learning, Development & Culture (LD&C)
- **Tenure:** Since March 2025
- **Background:** Political Science → Residential Construction → Commercial Electrical Project Management → DEI & Recruiting → LD & C
- **Why Cochran:** Women owned business, values alignment, long term industry ties in Seattle
- **Values in Action:** Be Proactive, Be Accountable, Be Kind, Be Brilliant, Be Inspired
- **Signature tip for BD:** “Be a croissant, not a bagel” (stand open in a group so others can join)



“If people feel supported, they stay—and that’s how long-term partnerships grow.”

For Mercedes Gamor, the work starts long before a project ever breaks ground.

It starts with people.

Because in her view, what customers ultimately experience is not just the work itself, but the team behind it—how prepared they are, how they communicate, and how consistently they deliver.

Building the Foundation Behind the Work

Mercedes grew up around construction, with a father in residential general contracting, before stepping into the commercial world six years ago. That shift gave her a clear perspective on what truly drives success.

“I saw a need for focused attention on how we develop our team—training standards, growth pathways, and knowledge transfer. As Cochran grows, that’s vital to who we are.”



Confident and composed, she brings both presence and perspective to the conversation—grounded in experience, focused on people, and always thinking one step ahead.

Her role is centered on making that development intentional and repeatable. Because when teams are prepared, everything downstream improves—from budgeting and scheduling to coordination in the field.

It is not just internal work. It is customer facing impact.

Designing Systems That Support People

Mercedes did not step into an existing framework. She helped create one.

She proposed a company-wide focus on development and standardization, building systems that support employees from day one and throughout their careers.



Bringing energy and purpose to the next generation, Mercedes champions hands-on learning and opens doors for young women to explore, learn, and grow in the world of construction.

That includes structured onboarding for new hires, clear growth pathways across technical, operational, and leadership tracks, and deliberate knowledge transfer from experienced team members to the next generation.

It also includes something less tangible but just as critical: communication.

“When I first became a manager, a mentor taught me how different communication styles change outcomes. That lesson shapes how I build programs now.”

Her goal is to make sure people not only know the work, but know how to engage effectively with others.

Stability That Customers Can Feel

For Mercedes, internal culture and external performance are directly connected.

“If people feel supported, they stay. That stability is what builds long-term partnerships with customers.”

Consistency in teams leads to consistency in delivery. Customers are not starting over with new faces or unclear processes. They are working with people who understand the work, the expectations, and the relationship.

That stability becomes a competitive advantage.



Mercedes leads with clarity and intent, guiding conversations that challenge assumptions, strengthen teams, and create more thoughtful, inclusive workplaces.

Delivering Through Clarity and Accountability

Mercedes is clear about how values show up in practice.

“We don’t just say we’re accountable and transparent—we are. If we hold our team accountable to clients, we hold ourselves accountable, too.”

That clarity removes friction. Teams move faster because expectations are understood, communication is direct, and follow through is consistent.



She also emphasizes the importance of mindset, even in small moments.

“In BD, I tell people: be a croissant, not a bagel—stay open so partners can join.”

It is a simple idea, but it reflects a larger philosophy of openness, collaboration, and adaptability.

Learning, Adjusting, Improving

Mercedes approaches improvement as an ongoing loop.

Listen early. Engage the right people. Adjust quickly. Share what was learned.

A recent internal rollout reinforced that mindset.

“We got down the path with assumptions. A quick check in with the right owner would’ve saved rework. Next time, we’ll do a light, early touch to confirm constraints.”

It is not about avoiding mistakes entirely. It is about reducing friction over time and building systems that get better with every iteration.

Moving the Industry Forward

Mercedes’ work is not always visible, but its impact is felt everywhere.

She builds the systems that build the people who deliver the work.

She raises the standard for how teams are trained, supported, and connected.

And in doing so, she strengthens something customers value most: consistency.

Because when teams are prepared, supported, and aligned, the work speaks for itself.



04

**Kari
Greene**
Senior Service
Coordinator

With nearly 25 years in security and service coordination, Kari Greene brings calm, clarity, and care to mission critical environments. Today she supports Cochran's service account for an e-commerce giant, where her playbook—*transparent communication, field partnership, and vendor readiness*—turns tight windows and complex portfolios into steady outcomes customers can feel.

At a Glance

- **Role/Team:** Senior Service Coordinator
- **Tenure:** Since 2024
- **Background:** Began in 2001 at a security integrator; progressed through national integrators across service, special accounts, and coordination before joining Cochran in 2024
- **Superpowers:** Relationship-first communication, calm under pressure, process improvement with the field
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind, Be Inspired

“There is no overcommunication.”

For Kari Greene, reliability is not about what customers see. It is about what they never have to think about.

When systems run without interruption, when issues are resolved before they escalate, when communication is clear and constant, the result is simple: silence. And in her world, that silence means everything is working exactly as it should.

Built on Experience, Refined by Focus

Kari has spent more than two decades in the industry, watching it evolve from the urgency of the post 9/11 era to today's always-on multisite environments.

“I’ve been doing this for a quarter century now. It’s interesting to see how technology has come from way back then to how we are now.”

Over the years, she has worked across a wide range of accounts, including highly customized, one-on-one client relationships. But focusing deeply on a single, complex program reshaped her perspective.

“When you have a company who knows what the customer wants, who knows how to interact and meet them on their level, it is incredible how much easier life gets.”



Off the clock but all in—Kari and Jaime volunteering together, bringing the same reliability and teamwork they’re known for on the job.

That clarity starts with understanding the people involved, building relationships across teams, and aligning expectations early. Whether through Slack, email, or direct conversations, Kari ensures everyone is working from the same playbook before the work begins.

Navigating Pressure with Clarity

Shortly after joining Cochran, Kari was tested in a way few new hires expect. Just two and a half months in, a labor strike challenged the stability of the program.

“It was a lot. But I realized, this is just like anything else I’ve done. I can do this. The team came together.”

Working closely with then Account Manager Chase Reynolds, she helped the team adapt in real time.

"We came up with some great ideas. What's working, what's not, let's tweak it. Make it our own and make it something that works."

Decisions were made with intention, balancing capacity, urgency, and customer expectations. Clear handoffs and consistent communication kept stakeholders aligned, even as conditions shifted.

Delivering Through People and Partnerships

For Kari, consistent delivery starts with the people doing the work.

"These are some of the best techs in 25 years that I've ever worked with. The knowledge, the professionalism, how seriously they take their job. That makes all the difference."

That same consistency extends to trusted vendor partners.

"IML and Anixter have been consistent. We get equipment on time, pricing is solid. Having that reliability lets us get the job done well."

When the field, coordination, and supply chain are all aligned, execution becomes predictable, even in high pressure environments.

Trust Built Through Transparency

During the labor strike, performance metrics did not always meet expectations. But the relationship with the customer held strong for one reason: transparency.

"Our communication was all transparent. Our monthly business reviews were happening at the same time, and our numbers weren't where they should have been, but the communication alone gave them a lot of grace."

Kari's philosophy is simple and unwavering.

"There is no overcommunication. If you keep an open line with your customer, they'll work with you on almost anything."

That trust is reflected in what customers choose not to do.

"They stuck it out. They weren't looking for another vendor. That says they trust us, and we've earned that trust."

Lessons That Carry Forward

Experience has taught Kari that communication is not just frequent, it must be intentional.

"Know your audience and be careful what you put in writing. I double check every email."

Internally, support plays a critical role in how she shows up for customers.

"I'm treated very well by my management team. I can talk to my manager, Chase, about anything. That support makes me want to support my customer even more."

She also credits a key teammate for helping her navigate challenges early on.

"Cara was instrumental. Her knowledge base is unlike anybody I've seen. I don't know that I would have made it through without her support."

Moving the Industry Forward

Kari's work is grounded in a simple idea: meet the customer where they are, communicate without gaps, and build systems that hold under pressure.

When that happens, problems are solved before they surface, relationships stay strong, and operations keep moving.

And the best outcome?

Nothing breaks.

05

**Ilene
Ferrell**
Safety Director

With 30 years in the electrical trades—from apprentice to journeyman, foreman, general foreman, PM, and now safety leader—Ilene has turned safety from “policing” into a performance system. Her focus: *clear plans, practical training, and early interventions that keep people safe and projects on schedule at Cochran.*

At a Glance

- **Tenure:** 30 years in the trades; apprentice to Safety Director
- **Path:** Apprentice → Journeyman → Foreman/General Foreman → Project Manager → Safety Director
- **Specialty:** Turning safety into a performance system that drives schedule and quality
- **Focus Areas:** Pre task planning, leading indicators, early intervention, practical training
- **Decision Style:** Plan first, escalate early, invest upfront to prevent downstream risk
- **Safety Philosophy:** Do it right, especially when no one is watching
- **Collaboration Style:** Field first credibility, coach not police, align crews and partners early
- **Tools She Leans On:** Weekly safety cadence, site inspections, training systems, leading indicator tracking
- **What Drives Her:** Protect people, strengthen teams, and deliver work the right way every time



“We’re not the safety police—we’re your team.”

For Ilene Ferrell, safety is not a checklist. It is a system.

One that starts with planning, carries through execution, and shows up in the way crews move, think, and take care of each other—whether anyone is watching or not.

“We don’t half do anything. We do it right.”

Built from the Field Up

Ilene’s approach to safety is grounded in experience. She has spent 30 years in the electrical trade, working her way from apprentice to journeyman, foreman, general foreman, and project manager before stepping into safety leadership.

That path shapes how she leads today.

Because she has done the work, her guidance lands as practical and credible—not theoretical. She understands the pressures crews face and what it takes to keep work moving without cutting corners.

Her shift into safety came after a serious incident on a wind project involving another worker—an experience that changed how she saw the role.

It was no longer about enforcement. It was about advocacy.



Ilene, out in the field—making sure everyone has what they need to do the job right.

Redefining What Safety Means

At Cochran, Ilene reframes safety as readiness.

It is not about reacting to issues after they happen. It is about making sure every crew has what they need before the work starts—clear plans, the right tools, and defined roles.

“Plan the work. Work the plan.”

That mindset connects directly to project performance. When safety is built into the plan, work flows more smoothly. There is less rework, fewer delays, and fewer surprises.

For Ilene, the real measure of safety is not what went wrong. It’s about all the things going right.



Showing up as a team—
Ilene and the crew
volunteering together,
bringing the same care
and accountability
beyond the jobsite.



Ilene and the crew—
plan the work, work
the plan, and set the
job up right before it
starts.

Leading with What Predicts Success

Ilene focuses on leading indicators—the actions that signal whether a job is set up to succeed.

Weekly safety meetings. Site inspections. Training completion. Corrective actions closed.

Those are the metrics that matter, because they shape the outcomes before incidents occur.

Her programs reinforce that consistency. A weekly “Monday Pack” keeps expectations visible across crews. Foreman-led inspections create accountability in the field. Targeted training ensures teams are ready for both everyday risks and emerging requirements, from fall protection to wildfire smoke.

It is a system designed to keep safety active, not reactive.

“I’m not here to be the safety police. I’m here to make sure people have what they need to do the job safely—and go home proud of the work.”

Making Decisions That Protect the Work

Safety decisions, in Ilene’s world, are made early and with intention.

Plan first. Then perform.

When conditions change—new scope, shifting access, weather impacts—she ensures safety is part of the conversation before work becomes risky.

She also knows where to invest time.

Hours spent upfront on planning, training, or temporary controls can prevent days of rework and delay later.

And when it comes to documentation, her philosophy is simple: it has to work in the field, not just on paper.

Delivering What Customers Feel

Customers may not always see safety directly, but they feel its impact.

Projects run more smoothly. Crews are organized. Communication is clear. Work finishes strong, even when conditions change.

“Safety done right accelerates projects.”

It also builds trust. Clean records, consistent processes, and prepared teams reduce friction with general contractors, inspectors, and owners.

Behind the scenes, it creates a story customers can believe in: a team that knows how to keep people safe and keep projects moving.



Ilene teaching an Oregon Tradeswomen class, sharing field experience with the next generation.

A Culture That Shows Up Every Day

For Ilene, safety culture is not built in big moments. It is built in the ordinary ones.

It looks like PPE worn without reminders. Plans reviewed before work starts. Crews checking in on each other. Problems addressed early, without blame.

It also means supporting people when it matters most—whether that is early intervention for an injury or creating space for honest reporting without fear.

“We do it right when no one’s looking.”

Moving the Industry Forward

Ilene’s work turns safety into an advantage.

Better plans. Fewer disruptions. Stronger trust with customers.

She has built a system where safety is not separate from the work—it is how the work gets done.

And when that system is working, the result is simple: **Crews go home safe. Projects stay on track. And the work speaks for itself.**



06

**Megan
Berryhill**
Journeyman
Wireman (01)

Five years into her electrical career, Megan Berryhill has already worked on some of the most demanding—and most visible—projects in the region. Her approach is straightforward: *keep the ego out of the way, communicate early, and never let urgency outrun safety.* It's a mindset built in the field, reinforced by strong crews, and grounded by one simple goal at the end of every day—make it home to her little girl.

At a Glance

- **Tenure:** Five years in the field as a Journeyman Wireman
- **Signature Work:** High demand, high visibility regional projects
- **Specialty:** Field coordination, communication under pressure, inspection ready execution
- **Approach:** Humility first, ask questions, build trust through daily actions
- **Decision Style:** Stay calm under pressure, slow down to make the right call
- **Safety Mindset:** Never let urgency outrun safety; lessons learned the hard way
- **Collaboration Style:** Team first mentality, strong crew alignment, step in when it counts
- **What Drives Her:** Pride in the work and making it home to her little girl

“Check your pride at the door.”

For Megan Berryhill, the jobsite runs on something simple: how people show up for each other.

“It’s a team environment.”

That mindset shapes everything she does. In the field, progress is not just about technical skill—it is about communication, humility, and trust. The fastest way to create friction is to assume you already know. The fastest way to build trust is to ask questions, stay open, and learn.

Building Trust in the Small Moments

Megan sees trust as something earned over time, not declared up front.

It is built in everyday interactions—getting to know the people on site, turning a familiar face into a working relationship, and showing up consistently with the right attitude.

Those small moments add up. They make coordination smoother, communication clearer, and problems easier to solve before they turn into rework.

For Megan, that human connection is what keeps projects moving.



Big energy, zero ego—Megan brings the kind of attitude that keeps crews connected, communication open, and the work moving forward.

Choosing Calm Under Pressure

Field pressure is different. When schedules tighten, trades stack, and everyone is waiting on the next step, the instinct is to move faster.

Megan has learned to do the opposite.

Take a breath. Look around. Think it through. Then move with a plan.

That mindset was tested during a fire alarm install where a miscommunication surfaced late. The assumption was that cable could be supported off the T-grid across the floor. It could not. The inspector was coming that same afternoon.

Instead of panic or blame, the team aligned quickly. Four people jumped in, corrected the installation, double-checked the work, and had everything ready before inspection.

The result was more than passing a check. It protected the schedule, the relationship, and the quality of the work.



Megan's why is right in front of her—balancing the demands of the job with what matters most, and showing up every day with one goal in mind: make it home to her little girl.



Megan and the team—built on trust, clear communication, and showing up for each other every day.

Taking Care of the Crew

Some of the most important decisions are not about scope or schedule. They are about people.

On extreme days—like long hours on a hot rooftop—success depends on discipline and awareness. Water, breaks, shade, and looking out for each other matter just as much as the work itself.

Megan points to moments where apprentices stepped up to keep the crew supplied and safe. That is what teamwork looks like when conditions get real.

Delivering with Discipline

The work Megan is proud of is not always visible, but its impact is.

It is the consistency of inspection-ready installs, the coordination that keeps projects on track, and the attention to detail that ensures systems are built the right way the first time.

It is not glamorous work. But it is the work that holds everything together.

A Lesson That Stays With You

Megan is candid about the moments that shape how you work.

On one job, a spider box had a cord cap that melted and fused to the unit. With people waiting and pressure building, she moved quickly to fix it. When the cap released, it struck her in the face hard enough to leave a scar.

It is a simple moment, but one that changed how she approaches risk.

No matter how urgent it feels, you do not rush. You pause, plan, and control the situation.

Because safety is not assumed. It is practiced.

Work, Life, and What Matters Most

Last year, Megan became a mom. Balancing the demands of the job with pregnancy and new motherhood was not easy, but the support from her crew made it possible.

Having a team that understands, supports, and still expects you to show up and do the work—that is what makes the hard seasons manageable.

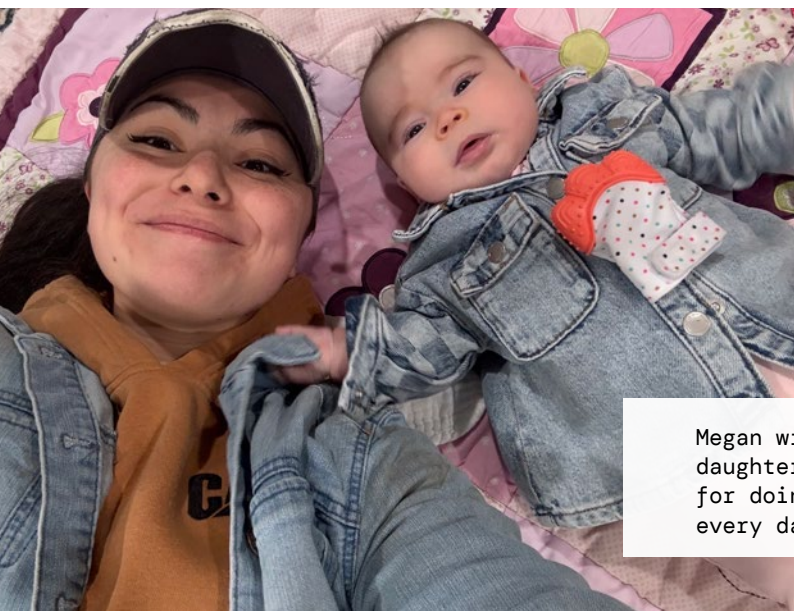
At the end of the day, her focus is clear.

“I’m just trying to make it home to my little girl.”

Moving the Industry Forward

Megan’s story is a reminder that field excellence is not just about skill. It is about mindset.

Stay humble. Communicate early. Take care of your crew. Make steady decisions under pressure. Because the best outcomes are not built on ego or speed. They are built on trust—and on making it home safe at the end of the day.



Megan with her daughter—her reason for doing it right every day.

07

**Karen
Boshear**
Senior Project
Manager

A journeyman level electrician who came up through an apprenticeship in the late '90s, Karen Boshear has spent more than two decades translating field reality into dependable outcomes for one of Cochran's most demanding portfolios. From WAMU Tower to the evolving security infrastructure of a tech giant, her north star is simple: ***tell the truth, staff with skill, and finish what you start.***

At a Glance

- **Role/Team:** Senior Project Manager
- **Tenure:** Since 2002
- **Background:** Field electrician → general foreman/superintendent (multi-discipline high rise) → project manager
- **Superpowers:** Field to precon fluency, hybrid labor orchestration (01/06), honesty first client stewardship, schedule/cost trade offs under pressure
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind, Be Inspired



“If I can’t be honest with you, we probably shouldn’t be working together.”

Karen Boshear’s approach is simple, direct, and honed over decades in the field: tell the truth, build the right team, and deliver without compromise.

It is a mindset shaped not in an office, but in the work itself.

Built in the Field, at the Pace of Change

Karen came up through the apprenticeship in the late '90s, at a time when structured cabling standards were still taking shape and technology was evolving in real time.

“I was trained in real time. I could speak to the work without ‘let me get back to you.’”

That early foundation gave her something that still defines her leadership today: credibility. She understands the work at a technical level and can communicate it clearly, whether she is talking to the field or to a customer.

She also witnessed firsthand how quickly the industry changed.

“Early on, we had pagers and Nextel. By 2005, it was laptops, email, cell phones. Communication was moving faster than installs.”

Keeping up meant more than learning new tools. It meant adapting how teams worked, how they communicated, and how they delivered.

Changing the Model Before the Market Did

One of Karen’s most impactful contributions was helping Cochran evolve its security delivery model.

At a time when rising wages and shifting skill sets were putting pressure on traditional approaches, she helped lead the transition from an all 01 electrician model to a hybrid 01 and 06 technician structure.

“Wages were making us less competitive. Technician skill sets were growing. It was time.”

The shift was not without resistance.

“It wasn’t always friendly. I was a tech, and I was a female. But Cochran supported it. We kept our 01 experts, brought 06 technicians to the table, and learned to be a hybrid network.”

Today, that model is a strength. Veteran electricians and specialized technicians work side-by-side, creating teams that match the complexity and risk of each project without sacrificing quality.

Delivering with Skill, Not Shortcuts

Karen’s work is defined by one thing: consistency at a high level.

“We are the A Team. Our clients tell us that every chance they get.”

That reputation is backed by results. Cochran secured all LCR work after competitors struggled, not by lowering standards, but by standing behind them.

“We weren’t afraid to price a higher labor rate, because with it comes a skill set most vendors can’t match. That’s what sets us apart.”

As tools and workflows evolve, the team adapts.

“Teams kept us alive during COVID. We’ve been using it since 2018.”

But the core principle remains unchanged. Skill and preparation drive outcomes.

Trust Through Honesty

Karen sets expectations from the very first conversation.

“I start by saying I’m going to be honest. If you don’t like that, we probably shouldn’t be working together.”

That honesty extends to every part of the work, from status updates to trade offs to cost savings. There are no surprises, only clear communication and shared understanding.

“We train our people across the disciplines we sell. We’re well rounded. People here 30 years and people here three days. We will always deliver, because we can.”

When challenges arise, the focus is not on blame, but on solutions.

“Call it family or buy in, we’re all in it to win it. No pointing fingers. Everyone has a part.”

Leadership That Adapts

Even strong teams adjust as projects evolve. During a major campus project, leadership recognized an opportunity to better align roles with individual strengths.

Karen focused on lifecycle and infrastructure work, while a colleague stepped into a more customer facing role.

The result was simple: the work moved forward seamlessly, and the team stayed aligned.

It reflects a culture that prioritizes outcomes, trusts its people, and adapts to keep projects on track.

Moving the Industry Forward

Karen’s impact is not just in what she delivers, but in how she delivers it. She brings field credibility, clear communication, and a willingness to evolve before the industry demands it.

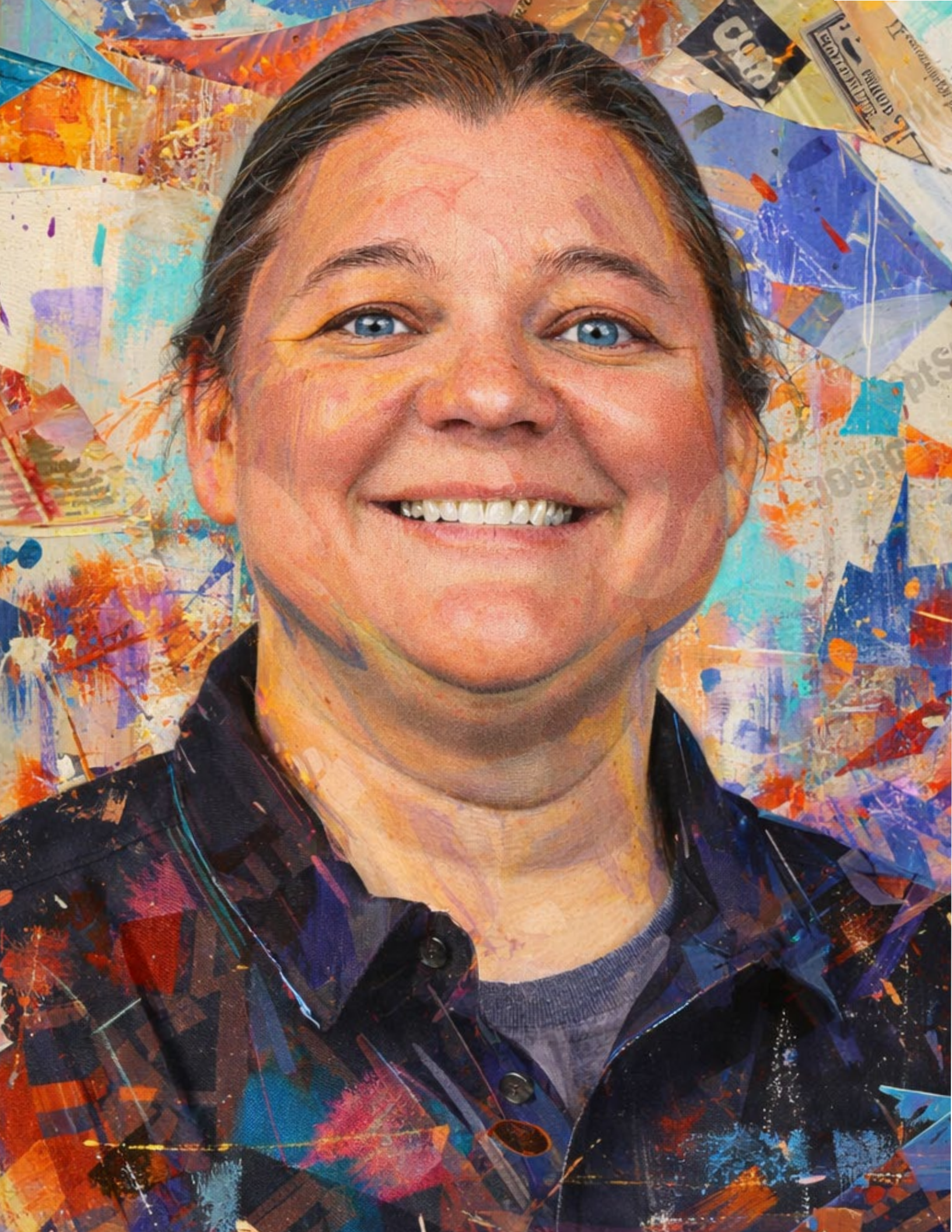
Her teams are built with intention. Her expectations are clear. And her results speak for themselves.

Because in her world, honesty is not a risk.

It is the reason the work succeeds.



Straightforward and grounded, Karen brings honesty to everything she does—taking a moment in the office with Ryan’s dog, Steve, between getting the work done right.



08

**Laura
Narum**
Preconstruction
Manager
DAS Simplified

From field engineering and project management to preconstruction, Laura Narum has spent 11+ years turning high stakes DAS/ERRCS projects into reliable outcomes. Her approach—*early modeling, clear coaching on site, and calm, transparent trade offs*—keeps complex programs on track even when conditions change days (or hours) before inspection.

At a Glance

- **Role/Team:** Preconstruction Manager, DAS Simplified
- **Tenure:** Since 2014
- **Location:** Greater Sacramento / Northern California
- **Background:** Family electrical contracting in Chicago → NorCal move → LV/data & fiber → DAS/ERRCS (field engineering, field management, PM, design dabbling) → Precon
- **Superpowers:** In-person relationship trust, early modeling & assumptions check, on the fly redesign under time pressure, “praise, then fix” coaching with partners
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind, Be Inspired

"Sometimes I'm the only person our customers ever meet in person."

For Laura Narum, preconstruction is not just about numbers. It is about trust built face to face.

In a world of video calls and digital coordination, she often becomes the one person customers meet in person—the one representing the entire team, the process, and the outcome.

And that responsibility shapes how she approaches every project.

Designing the Work Before It Begins

Laura's approach starts earlier than most.

"We don't just measure and give you a number. We pre design every building we're asked to bid on."

Instead of relying on assumptions or simplified pricing models, she digs into the realities of each space—finding weaknesses, identifying constraints, and building a design that reflects the actual work required.

That level of detail matters, especially in DAS and ERRCS systems, where small changes can have big impacts.

"Every foot is another loss. If you move an antenna 15 feet, you've lost 15 feet somewhere else—and that can leave a gap."

By modeling those variables up front, she ensures that pricing, performance, and expectations all align before the work begins.



Big Daddy Dune, Namibia. The same mindset—see the terrain, plan the path, and follow through.

Earning Trust in the Field

Laura's role does not stop at preconstruction. It carries into the field, where communication becomes just as critical as design.

"You have to praise, then tell them how to fix it—without hurting feelings and while explaining why it matters."

That balance allows her to guide teams without slowing them down, maintaining both momentum and trust.

Her ability to connect in person makes a difference. Customers see not just the work, but the thinking behind it—and that clarity builds confidence in the process.

Laura at Big Daddy
Dune in Namibia—
sometimes you just
lay there and take
it in.





Out over Cape Town—sometimes you just have to trust the path and go for it.

Making Decisions When Conditions Change

In high-stakes environments, plans do not always hold.

On a recent airport project, missing drawings surfaced just days before inspection. The team had to adapt quickly—adding infrastructure, rebalancing the system, and making real time decisions that balanced cost, speed, and performance.

“It became a game of least impact on the partner and us, and most impact on functionality.”

Every choice had consequences. Distance, cost, material availability, and time all had to be weighed against a fixed deadline.

“The inspection is in 24 hours. You’re asking for 70 feet of conduit in 12.”

It is in those moments that preparation, experience, and calm decision making come together.

Delivering Systems That Hold Up

Laura’s philosophy is clear: build it right the first time.

“We’re not a change order company. We’d rather engineer more up front so you don’t have to go back and add later.”

That means designing for full coverage, future resilience, and real world conditions—not just minimum requirements.

The result is a system customers can rely on long after installation is complete.

“It might not be the lowest number—but it’s the complete number.”

Partnerships That Keep Work Moving

Strong partnerships play a critical role in Laura's work.

From engineers who provide clear, buildable drawings to OEM partners who can respond quickly when equipment issues arise, those relationships help compress risk and keep projects on track.

In some cases, that responsiveness makes all the difference—same day solutions that prevent delays and keep schedules intact.

Mentorship That Shapes the Work

Laura credits much of her approach to the people who shaped her early on.

Her stepfather, an electrical contractor, played a key role in how she learned to navigate the trade and build relationships across it—lessons that continue to guide her work today.



Laura, at home with her dogs—the best part of her day.



Laura on safari in Botswana. Just taking it all in.

Moving the Industry Forward

Laura's work is defined by preparation, clarity, and follow through.

She models early. She communicates clearly. She adapts when conditions change.

And most importantly, she finishes what she starts.

Because in her world, success is not just winning the job.

It is delivering a system that works—and standing behind it.

09

Daira Speer

Estimator
Technology

From hospitality shifts to bid days, Daira channels service instincts into dependable, detail tight technology estimates. What started as people first work still shows up in how she delivers today—***fast responses, clear communication, and numbers teams can trust from day one.*** Her trademark? Stay calm, clarify scope, and deliver work that moves projects forward without surprises.

At a Glance

- **Role:** Estimator (Technology)
- **Team:** WA Tech (low voltage / systems)
- **Base:** Greater Seattle
- **Tenure:** Since March 2022
- **Path:** Project Engineer → Estimator
- **Studied:** Interdisciplinary Arts & Sciences (UW Bothell, focus on science/technology/environment)
- **Originally From:** Port Townsend, WA



“Don’t panic. Stay calm. Figure it out.”

For Daira Speer, estimating is not just about numbers. It is about trust.

When a proposal goes out, it sets the tone for everything that follows—how a project is understood, how risk is managed, and how smoothly it moves from preconstruction into the field. Her goal is simple: deliver numbers people can rely on and scope that leaves no room for confusion.

“If I say I’ll do it, I’ll do it—and I’ll do it fast.”



Not a bad office for the day—Daira at the Cochran Classic.

Building Clarity from the Start

Daira approaches estimating with a focus on discipline and repeatability.

Takeoffs are tight. Bid logs are structured and actively managed. Scope letters clearly define what is included, what is excluded, and where assumptions live.

For her, clarity always wins over cleverness.

“Estimating changes every day, but the steps don’t. I like the rhythm—same moves, new puzzles.”

That consistency creates a foundation PMs and partners can trust. Before numbers go out, she aligns early with the assigned project team—quick huddles to confirm scope, labor approach, closeout expectations, and pricing strategy.

Five minutes up front can prevent days of confusion later.

Navigating Pressure Without Losing Control

In estimating, timelines rarely stay as planned.

Two week bid windows can collapse into two days. Addenda shift scope. “One more site” becomes ten.

Daira’s response is structured and calm.

She works the bid log relentlessly, prioritizing urgent deliverables while maintaining quality. When drawings leave gray areas, she does not wait for perfect clarity—she defines it.

By documenting assumptions, inclusions, and options, she ensures the work stays understandable and adjustable as direction evolves.

Her toolkit supports that discipline: Accubid for structure, a living bid log for deadlines, and clear scope letters to control risk.



Calm, clear, and
in stride-Daira and
Roxy, where balance
meets everything
else.



Off the clock and still in sync—Daira and Cari at Crystal Mountain.

Delivering Work That Moves Projects Forward

Daira's impact shows up in how projects start.

On a recent multi-site WLAN refresh program spanning dozens of locations, she produced multiple rounds of competitive pricing across more than 30 proposals. When the scope shifted midstream—from full re-cabling to device swap outs—she reworked the entire package under a compressed timeline.

The result: **awards secured and mobilization ready.**

That kind of responsiveness is standard.

Quick turn requests—rebids, add alternates, added sites—are met with immediate acknowledgment and realistic timelines.

“We almost always say yes—and then we earn the yes.”

She also helped implement a standardized proposal format across divisions, ensuring combined packages present cleanly and professionally to customers.

Partnership That Raises the Bar

Daira sees estimating as a collaborative process, not a silo.

Internally, she works closely with PMs to align labor strategy and closeout expectations. Externally, she values partners who bring clarity to the table.

“Clean drawings make everyone faster.”

When discrepancies arise—between bid forms, BOMs, or specifications—she addresses them early, working with vendors, engineers, and contractors to resolve issues before they become problems.

Behind the Numbers

What Daira wishes customers could see is simple: the care behind the work.

“We answer fast, we’re polite, and we stand by the work. If scope changes, we don’t panic—we reprice, explain the difference, and keep moving.”

That mindset creates the outcome every team is aiming for—repeat work built on trust.

“Cochran did it right last time. Call them first.”

Learning to Stay Steady

Like any fast paced role, estimating comes with pressure. Daira has learned that how you respond matters as much as what you deliver.

“I’ve learned to keep my cool. Create space, document the facts, and let the scope letter and bid log do the talking.”

Moving the Industry Forward

Daira brings a service mindset to estimating—shaped by her early career and strengthened by the teams around her.

She answers quickly. She communicates clearly. She delivers work that operations can trust from day one.

Because in her world, success is not just winning the job.

It is handing it off ready to run.



Daira with her family at Disney's Hollywood Studios—just enjoying the day together.



10

Stephanie Moddison

Senior Accountant

Stephanie Moddison's path to Cochran started young—sorting POs on Take Your Daughter to Work Day—but her craft was forged later, in retail management and then in the classroom where accounting clicked. Today, as a Senior Staff Accountant, she keeps the company's growth engine compliant and on time: *month-end and audit readiness, multi-state licensing and tax, and the prequalification discipline customers and GCs feel first.*

At a Glance

- **Role/Team:** Senior Staff Accountant, Finance
- **Tenure:** Since 2017
- **Background:** 12 years in retail management → returned to school → accounting undergrad → AP clerk at Cochran → progressive roles across finance and compliance
- **Scope:** Month end reconciliations; audit prep; sales, B&O, and payroll tax reporting; multi state business & contractor licensing for expansion; subcontractor prequalifications with GCs
- **Affiliations:** CFMA (bridging finance and operations across the industry)
- **Superpowers:** Multi state compliance at speed, audit/MBR readiness, Ops partnership
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind, Be Inspired

**“We can be trusted—
not because we say it,
because we show it.”**

For Stephanie Moddison, the work most people never see is the work that makes everything else possible.

When a project starts on time, when there are no delays tied to licensing or compliance, when prequalifications move smoothly—customers feel it. Even if they never know why.

That is where she operates.



The work behind the scenes makes everything else possible. Stephanie Moddison with partners, building the trust that keeps projects moving forward.

Turning Complexity into Clarity

Stephanie's path to accounting was not immediate, but once it clicked, it stuck.

“My first accounting class was amazing. This is what I should be doing.”

Today, that clarity shows up in how she approaches growth. As Cochran expands into new regions, every new state brings a layered set of requirements—registrations, contractor licenses, tax structures, and compliance steps that must all be aligned before work can begin.

“We’re working in new regions, and that requires a lot of steps and boxes to check. My team facilitates the expansion so when jobs open up, we’re in compliance.”

Her role is to make that complexity invisible to the field—turning it into a clear, sequenced path that allows operations to move forward without hesitation.

Breaking Down the Wall Between Teams

Stephanie sees her work as more than finance. It is a connection point between departments.

“A lot of companies have a wall between operations and support. This work forces that wall down—you have to work together.”

That collaboration is intentional. Her team works closely with operations to understand what is needed in the field, then builds the compliance and financial framework around it.

The goal is simple: when the first task order hits, the team is ready.



A legacy of hard work and trust. Stephanie Moddison with her dad, Ken Rhodes, who spent nearly five decades building a career at Cochran.

Preparing for What Comes Next

The work is rarely static. Every new region, every new requirement, introduces unknowns.

“Every day there’s some new challenge. We prepare for the unknown, then hand the steps to operations.”

That preparation is what allows the business to scale. By codifying processes and sharing them across teams, Stephanie ensures that growth does not create friction—it creates opportunity.

Delivering What Customers Feel

Customers may not interact directly with finance, but they feel its impact in two critical ways.

First, subcontractor prequalifications.

“Having a dedicated team handling prequals improves timeliness. That’s trust building from the first touch.”

Second, readiness.

When expansion opens, licenses and registrations are already in place. Schedules hold. Cash flow stays on track. Projects move without delay.

It is reliability built behind the scenes.



From the people
who built it to
those carrying
it forward.
Stephanie
Moddison with Bob
Cochran, one of
the founders of
Cochran.

Trust Built Through Accountability

Stephanie's approach to trust is straightforward.

"We can be trusted—not because we say it, because we show it. If we don't do something right, we fix it."

That mindset carries into every interaction. Partners know they can call and get a clear, honest answer—one they can act on immediately.

Learning, Owning, Moving Forward

Early in her career, Stephanie learned a lesson that still shapes how she works today.

During her first month end, she posted hundreds of invoices to the wrong period.

"I panicked—and went to Alan."

Instead of stepping in to fix it, he showed her how.

"Everybody makes mistakes. Learn it and fix it."

She corrected every entry herself.

That experience built more than technical skill. It built confidence—and a mindset of ownership that carries into everything she does.

Moving the Industry Forward

Stephanie's work is not always visible, but its impact is constant.

She turns complexity into clarity. She connects teams that need to move together. She builds systems that allow work to start clean and stay on track.

Because when everything is set up right from the beginning, the rest of the project can do what it is meant to do:

Move forward.



Sister time on the course. Stephanie and Rachel—good weather, easy laughs, and a break from keeping everything else running smoothly behind the scenes.

11

**Kristi
Garcia**
Project Executive
DAS Simplified

A calm center in high pressure builds, Kristi turns clarity, cadence, and candor into on time, on budget wireless systems—*without ever saying “that’s not my job.”*

At a Glance

- **Role:** Project Manager (and people manager for a 6 person PM team)
- **Team:** DAS Simplified (Public Safety & Cellular Systems)
- **Tenure:** Since 2017
- **Past Lives:** Broadcast systems admin/PM (TV stations), specialty concealment builds (FBI/DEA), ASL interpreter training
- **Customers & Venues:** Airports, enterprise campuses, public safety agencies, multi-tenant facilities



“If I don’t know the answer, I’ll find it—and I’ll give you options.”

For Kristi, great project delivery starts with something simple: no surprises.

Whether the news is good or bad, her commitment is the same—keep customers informed, give them clear options, and move forward together.

“Customers appreciate choices.”

Building Trust Through Clarity

Kristi’s approach is grounded in transparency and consistency.

“I’ll always give you the truth—even when it’s not the answer you hoped for. That’s how timelines stay real and trust stays intact.”

She does not wait for issues to surface. She builds regular touchpoints into every project—weekly or biweekly check ins, even on dormant work—so customers never have to wonder where things stand.

Her philosophy is proactive, not reactive.

“We manage the quiet gaps so they don’t have to.”

Before work even begins, she gives customers two clear paths: a quick, no cost virtual walkthrough or a more detailed on site pre walk. Each option comes with a clear understanding of speed, cost, and risk.

The goal is not just to inform. It is to empower.

Making Decisions That Keep Work Moving

In high pressure environments, Kristi focuses on what actually protects the schedule.

She assigns the right people to the right problems—especially when timelines compress—so teams can move quickly without a learning curve.

She also gauges work carefully.

No mobilization happens without visual confirmation that the site is ready—power, pathways, access, and infrastructure all verified before the first crew arrives.

That discipline prevents wasted time, unnecessary costs, and avoidable frustration.

And when changes come in late, she addresses them directly.

“A small change isn’t always small. We’ll make the date—but here’s what it really takes.”

Delivering Without Surprises

Kristi’s systems show up clearly in the field.

Remote pre-walks catch issues early—missing materials, access constraints, or incomplete infrastructure—before they turn into delays or extra site visits.

Schedules hold because expectations are clear. Budgets stay aligned because tradeoffs are understood early.

“I’d rather find the problem on a video call than on game day.”

That mindset creates what customers value most: predictability.

Turning Lessons into Standards

Kristi does not just solve problems. She turns them into systems.

After a project at San Diego International introduced an unexpected requirement for dual responders, she built a new standard into preconstruction: an Authority and Responder Map that defines approvals, attendees, and requirements before work begins.

It is a small shift that eliminates a major risk.

For her, every challenge is an opportunity to improve how the next project runs.

Relationships That Last

Kristi's work is not just about delivering projects. It is about building relationships that continue beyond them.

Transparent handling of issues, fair solutions, and consistent communication create trust that carries forward into future work.

Customers come back not just because the job was completed—but because of how it was handled.

A Team That Moves Together

Kristi leads with a team first mindset.

"There isn't one job that's only mine."

Her team operates with shared ownership, supported by regular check ins and open communication. That culture ensures momentum does not depend on one person—it is built into how the group works.



Kristi and the team celebrating the 4th.

Moving the Industry Forward

Kristi's approach is simple, but not easy.

Communicate early. Show the tradeoffs. Give people options. Build systems that prevent problems before they start.

Because when customers know what to expect—and know you will follow through—the work moves faster.

And the relationship lasts longer.



12

Taylor Jarvis

Account Executive
Technologies Group

A University of Washington grad who fell in love with the “nitty gritty” of construction, Taylor Jarvis joined Cochran’s Technology Group to deliver the jobs that can’t stop. Her approach—*flexibility, consistency, and transparency*—shows what it means to be customer obsessed and values driven when timelines are tight and operations must stay online.

At a Glance

- **Role/Team:** Account Executive, Technologies Group
- **Tenure:** Since July 2025
- **Background:** UW '18 → security integrator → large construction projects → PM focus
- **Superpowers:** Flex resources fast, finish when promised, open book conversations
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind

“Urgent to them means urgent to us.”

For Taylor Jarvis, great project delivery starts with understanding one thing: the customer’s reality.

Every timeline, every constraint, every ask—it all comes back to what the customer is facing. And her job is to meet that moment with the right people, the right plan, and the right level of urgency.

Built on Curiosity—and a Builder’s Mindset

Taylor’s path into construction began in security integration, where she discovered something that stuck.

“I have an obsession with construction. I think it’s so cool that we build buildings as humans.”

After returning to Seattle from Hawaii, she joined Cochran to go deeper into project work.

“It’s been nothing but wonderful. I truly love the culture here.”

That culture shows up in how teams respond to challenges—especially when customers need more than just execution.



Taylor Jarvis, New Zealand. Recharging where perspective is wide—so she can show up strong when it counts.

Meeting Customers Where They Are

For Taylor, making life easier for customers starts with flexibility.

“Our customer asked us to build a program around their needs—and everyone here was just game for it.”

That meant putting resources in place early—even before contracts were fully defined—to show commitment and build trust from the start.

“We wanted to show we’re here to help.”

It is a mindset that prioritizes partnership over process.

Taylor Jarvis
with her family,
O'ahu—the balance
that makes the
work sustainable.



Taylor Jarvis
in O'ahu—where
perspective
stretches further.

Moving Fast When It Matters Most

When timelines compress, Taylor focuses on sequencing and resource alignment.

"They said, 'We need this wrapped up within the next few weeks—fast. Do you have a resource?'"

The response was immediate.

"Urgent to them means urgent to us."

The team re routed a dedicated technician and committed fully to the effort—working evenings, weekends, and staying accessible whenever needed.

"That speaks to how we hire and invest in people. They feel valued and enabled to show up for the customer."

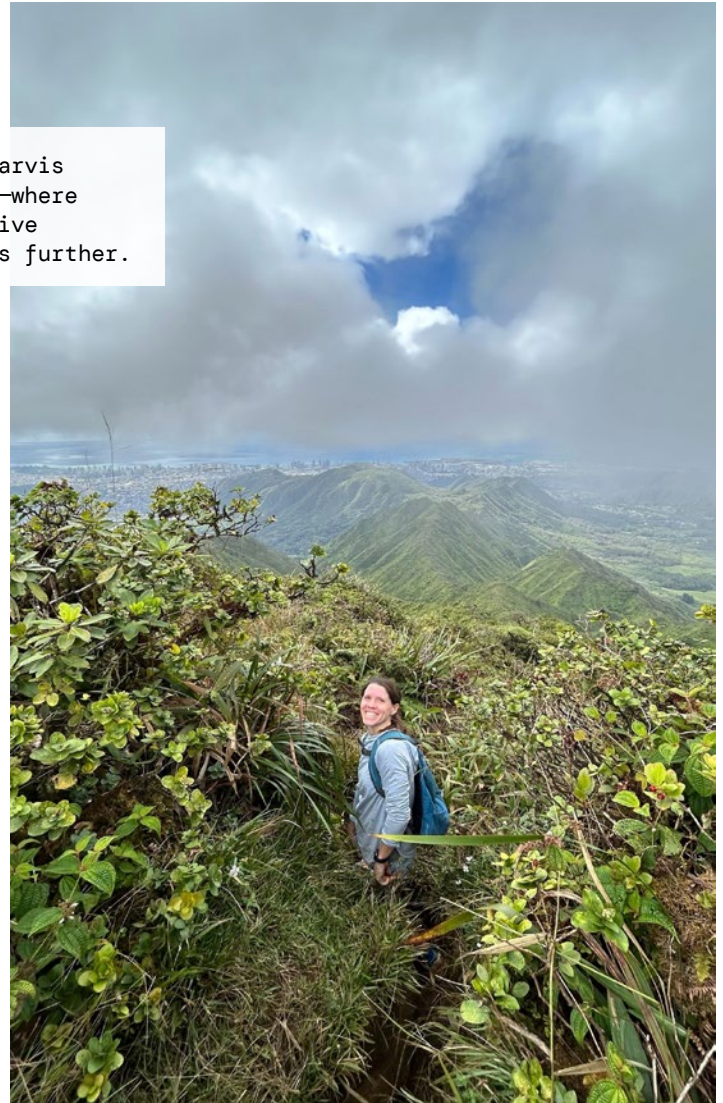
Delivering Through Consistency

At the core of Taylor's approach is something simple—but not easy to maintain.

Consistency.

"Show up when you say you'll show up. Finish when you say you'll finish. Follow up when you say you will."

That reliability builds trust over time. Customers know what to expect, and they know it will happen.



When budget challenges arise, she protects both value and relationships.

"I never want to sell our value short—we put the right, qualified resources in place."

At the same time, she works with vendor partners to find solutions—leveraging long standing relationships to create options without sacrificing quality.

"You're getting a high quality product at the speed you need—and it's going to be delivered on time."



Taylor backpacking in Maui, consistent, and always moving forward.

TRUST THROUGH TRANSPARENCY

Taylor's approach to communication is open and direct.

"I've been blown away by how willing we are to be transparent on costs. There's no numbers game."

That transparency builds confidence. Customers understand exactly what they are getting, and why.

"It shows honesty and respect—and it lets me move faster."

Balance That Sustains the Work

While the work can demand urgency, Taylor is clear about what keeps her effective.

"I'll give you 100% at work. Unless it's an emergency, please don't contact me after hours."

With support from leadership, she has set boundaries that allow her to stay focused and present—both at work and at home.

"It's great to work where people value home life."

That balance is not separate from performance. It is what sustains it.

Moving the Industry Forward

Taylor's story is one of responsiveness, consistency, and trust.

She meets customers where they are, moves quickly when it matters, and delivers on what she promises.

Because in her world, success is not just finishing the work.

It is showing up, following through, and being ready to do it again—no excuses.

13

**Cayla
Koler**
Project Engineer
(Service, Oregon)

Raised in Milwaukie/Gladstone, Cayla joined Cochran nearly eight years ago and has since worn half the badges in the building—Billing, Project Engineering, Assistant Estimating, Service Coordination, and back to PE. That range makes her a calm center in Service, where timelines compress, budgets tighten, and expectations rarely wait. Her playbook is simple and demanding: ***communicate early, document everything, keep the schedule intact, and earn the next call.***

At a Glance

- **Role/Team:** Project Engineer, Service—Oregon
- **Tenure:** Since 2018
- **Path:** Medical industry → Billing → PE (during COVID) → Assistant Estimating → Service Coordinator → PE (current)
- **Superpowers:** Start to finish communication, field ↔ office handoff discipline, relationship stewardship under pressure, trust recovery when parts or partners fail
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind, Be Inspired



"I want my field to trust me."

For Cayla, great service starts with something simple: clarity.

Before a technician ever arrives on site, before a call is made, before work begins—everything is set up so there is no guessing.

"I'm the consistent checkpoint. Every service call starts and ends with clear documentation."

That means calendar invites that actually work—addresses, access details, lockbox codes, and the right contact. It is the kind of preparation that keeps small mistakes from becoming bigger problems.

"I don't want someone going to the wrong place because of me."

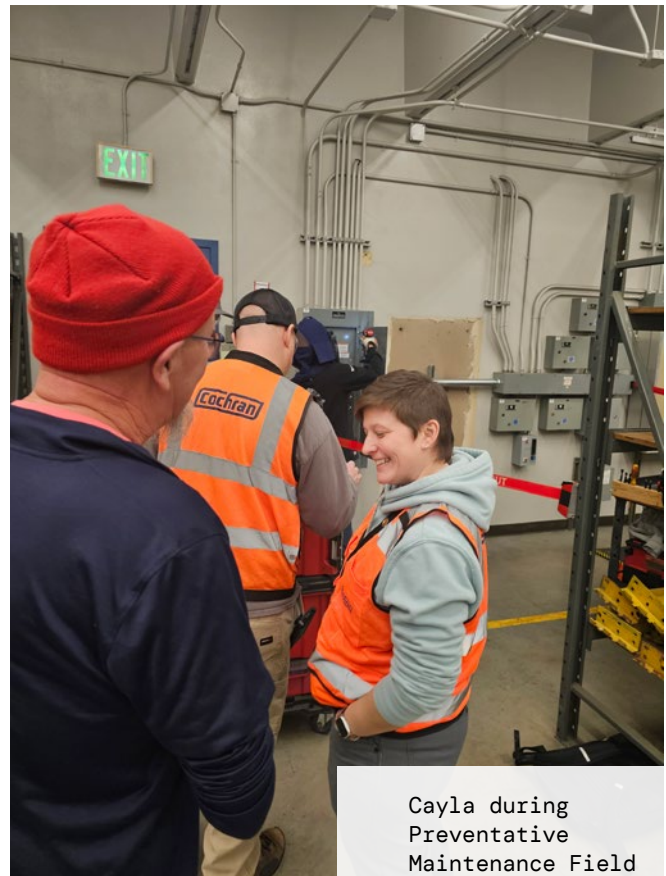
Keeping the Work Moving—and the Customer Steady

Service work does not always follow a straight line. Delays happen, especially when third parties are involved.

Cayla's role is to stay present on both sides—keeping the field informed while making sure the customer never feels left in the dark.

"With a federal turbine generator contract, we've been going back and forth since June. The customer's under pressure. Communication is how we keep them comfortable—and with us."

That steady communication is not just about updates. It is about reassurance.



Cayla during
Preventative
Maintenance Field
Training with the
crew

Choosing the Relationship Over the Line Item

When challenges come up, Cayla focuses on the bigger picture.

On one project, delays pushed work into a new year, shifting pricing assumptions. Instead of resetting rates, she made a different call.

"Our bid assumed 2025 rates. The work slipped into 2026 because of third party delays. I honored the 2025 rates anyway. It wasn't on us—but it was our customer."

That same mindset shows up when equipment does not perform as expected.

"An emergency light fixture failed after a month. We went back and didn't fully charge."

The goal is not to win the transaction. It is to earn the next one.

Delivering Service People Remember

Cayla measures success in a simple way.

“They continue to use me.”

Repeat calls, follow on work, and expanding service relationships are the clearest signals that the system is working.

Her approach to readiness reinforces that trust. Key accounts have 24/7 support, with a dedicated field technician and a clear escalation path. In some cases, she has even shared her personal number—removing barriers when time matters most.

It is not just availability. It is accountability.

Learning the Work from the Field

Cayla is intentional about building trust with the people doing the work.

“I’ve shadowed our Service Manager—job walks, bid comparisons, learning how the field sees decisions. I want my field to trust me.”

That perspective helps her make better calls, anticipate issues, and communicate in a way that aligns with real conditions on site.

“You can’t learn unless you make mistakes... it’s okay to ask questions.”

Systems That Make Service Work

Behind the scenes, her process is structured and repeatable.

One coordinator owns each request from start to finish. Documentation is clear and complete. Vendor issues are addressed quickly. Notes are captured once and used to prevent repeated questions.

It is a system designed to reduce friction and keep work moving.

Learning, Improving, Moving Forward

Cayla is candid about how she improves.

“I take notes constantly. I did it wrong once and I don’t want to do it wrong again.”

For her, mistakes are not something to avoid at all costs—they are something to learn from and build on.

Make the mistake. Learn it. Write it down. Move forward.

Moving the Industry Forward

Cayla’s work is not always visible, but it is always felt.

She keeps projects organized, customers informed, and teams aligned. She protects relationships by making decisions that prioritize trust over short term wins.

Because in service, success is not just solving the problem.

It is making sure the customer calls you again.



14

Timie Casey

Project Engineer
Seattle & Boise
Technologies

From pop up scheduling puzzles to parts that need to materialize today, Timie Casey is the calm in Boise's growth story. Her approach—*prepare the techs, communicate clearly, and solve without drama*—turns tight windows into steady outcomes customers can feel.

At a Glance

- **Role/Team:** Project Engineer, Seattle & Boise Technologies
- **Location:** Boise, Idaho
- **Cochran chapters:** Project support (~2012) → sabbatical to homeschool → returned to help launch Boise and scale service
- **Background:** Indiana/Kentucky → Washington (age 10–11) → construction admin → Project Engineer
- **Superpowers:** Technician readiness, schedule triage, "No fail" parts sourcing, customer coordination across third party layers
- **Values in Action:** Be Accountable, Be Proactive, Be Brilliant, Be Kind, Be Inspired

“Say Yes—Then Make It Real”

For Timie Casey, customer experience starts long before anyone steps on site. It starts with preparation—quiet, behind-the-scenes work that sets everything else up to succeed.

“To make life easier for customers and partners, I start by taking care of the techs. If they have the information and materials they need, everybody wins—the day goes smoothly, the work gets done right, Cochran looks good.”

Her focus is simple: remove friction before it shows up. Clear instructions, complete information, materials ready. Especially in service work, where, as she puts it, **“there are always glitches in our matrix,”** preparation is what keeps small issues from becoming bigger ones.

That same mindset carries into how she approaches every request: start with yes.

“We don’t say no. We make it happen. If it’s within our capabilities, we’ll find a way.”

Sometimes that means reshuffling schedules. Sometimes it means fast-tracking materials or tapping into the field.

“I have a group text with our techs—yes, they’re hoarders—so if a faceplate or patch panel is backordered, I ask, ‘Who has one of these?’ Ray and Chris in the warehouse will dig, too. I pull every lever before I tell a customer no.”

And when the solution is not obvious, she leans on the broader team.

“Worst case, I call Caleb—the knower of all things—and he’ll offer something totally out of the box to try.”



Timie Casey—she swears they’re just big puppies.

It is a system built on responsiveness, but also on trust—both internally and with the customer.

That shows up most clearly when timelines tighten.

During a holiday stretch, with a full calendar and a third-party request that needed to move faster, Timie did what she always does—paused, reassessed, and made it work.

“I offered Dec 26 as the earliest slot. They said the end user needed it sooner. I reshuffled, found an opening, pulled materials together fast, and got Jacob out Friday. We made it happen—and we made her happy.”



Timie Casey knows when to move fast and when to just wait.

Even when projects stretch across multiple proposal cycles or shifting scopes, her approach does not change.

"That's fine. We adjust—without losing the thread."

Behind all of it is a belief in how the work gets done—and who makes it possible.

"Cochran is family. From the first call to the final bill, so many hands touch the work—and you can reach any of them for help. Even when you're lost, a friendly voice points you right. It's special."

That sense of ownership carries into how she protects both the customer experience and the Cochran name, especially when communication lines are not always clean.

"Sometimes their customer calls me, even when I'm only supposed to talk to the intermediary. I still represent Cochran. I won't be rude; I won't make anyone look bad. I'll get aligned, then route communication the right way. Protect the relationship, protect the brand."

At its core, her approach is not complicated—but it is demanding.

Prepare the field. Stay flexible. Use every resource available. Keep communication clear. And above all, follow through.

For Timie, reliability is not something you talk about. It is something the customer feels—because behind the scenes, someone made sure everything worked before it had to.



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