



## Andrew Burns

Commercial  
Sales and Pricing

### Introduce yourself. Where do you work? What is your job role?

My name is Andrew Burns. I work in Bassett's sales office in Portadown. My job role is Commercial Sales and Pricing.

### What does your job entail?

Everything from quoting commercial heating materials and plants, such as gas boilers, pumps, and new renewable technology like air source heat pumps and smart heating controls from the tender stage to various customers. Placing orders for the items for customers who win the tendered jobs and looking after accounts and taking orders for their day-to-day materials.

### How did you get into this line of work?

I studied plumbing at college when I was 16, and then at 22, I fancied a change and applied for a job at Bassett's trade counter. I always liked the idea of trying to get into the commercial pricing/sales side of the business, as I spent my plumbing apprenticeship and the few years after doing commercial plumbing.

### Outline your career to date

I started my plumbing apprenticeship at age 16 while working a part-time job delivering pizza. I knew soon after starting my apprenticeship that I didn't want to do it forever, but I still wanted to stay in the plumbing industry. I got a job at Bassett's trade counter in Portadown where I worked for about four years before changing to my current role.

### Tell us about your qualifications and training

I have five GCSEs at grades A-C and my Level 3 NVQ in Plumbing & Mechanical Services.

### What qualities are required for your job – personal and professional?

I have good knowledge of commercial plumbing and heating, as well as good people skills to deal with different customers and suppliers.

### What is the best advice you have ever received?

Don't be afraid of change. I nearly didn't take the job at Bassett's when I was 22 because I wasn't sure where it would lead, but it turned out to be the best career move I ever made.

### What do you like to do in your spare time?

I love music and sports, so if I'm not trying to play guitar, I will either be golfing or walking my dog, Bono.

### Tell us an interesting fact about yourself?

A few colleagues and I did the Mourne Wall Walk to raise money for Barnardo's charity in 2017. We walked for over 12 hours in the Mourne Mountains, and while it was not easy, it was for a great cause.

### Who has inspired you most in your life?

Probably my parents, as they are both hard workers, and I feel that's where I got my work ethic from.

### What advice would you give your 16-year-old self?

Don't panic about what you do next in life. I started an apprenticeship that I wasn't very keen on, but ended up in a role I love and could see myself in for the rest of my life.