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2020 Women in Construction: Diane Olivo, Sales and Service Administrator at Tecta America New England

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What are you doing differently in 2020 that has had a positive impact on your career? For me, 2020 is about simplification. Tecta America provides unlimited access to training in all areas; I have

attended a few programs to learn how to make some of my daily tasks easier, which, in turn, will result in smoother processes with our customers. Our in-office procedures will be more streamlined and should provide better turnaround for our customers.

Who or what inspired you to join the construction industry? My first job was with a general contractor, and I really enjoyed working in the industry. I started with Delta Roofing (now Tecta America New England). Delta was a subcontractor of ours, so I was familiar with the trade. The construction industry becomes like a family; everyone knows someone, and great relationships are created. It's rewarding working with customers on projects from start to finish and gives me a sense of pride knowing that the job was completed to our standards and our customers are satisfied with our work. I truly value the relationships that are created with our customers.

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