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## **2021 Year in Review: Derek Couture, Director of Service and Sales, Tecta America New England**

December 31, 2021 - Spotlights



Derek Couture  
Tecta America New England

What was the biggest lesson you learned while working during the pandemic? What I've learned from the pandemic is that you need always be thinking outside the box with your customers and communication is key. During challenging times we need to be flexible and mindful of how to adapt and continue providing valuable services to our customers while remaining safe.

What are your predictions for your industry in 2022? The commercial roofing industry remains strong, despite the ongoing issues caused by the pandemic. Material shortage and pricing are going to remain a challenge into the following year. However, due to Tecta's strong relationship with our manufacturers we remain confident about having steady growth in market share for both our projects and service departments. As supplies become more readily available we expect to be busier than ever, and we anticipate having another banner year!

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