

Kathy Dzugan

*Bardon Supplies Ltd.
Sales Representative*



How did you get your start in the plumbing & heating industry?

I started with Jacuzzi because my first house had a pool. I knew how to work pools- pumps & such so that got me into their spa department, and then their bathtub manufacturing department. I was their customer service manager for Canada. And then life happened.

What is your current job and what do you love about it?

I work for Bardon Supplies taking care of their boutique customers. What works well for me is that I've done the full circle; I've worked for manufacturers, I've had my own retail shop with cash & carry, design & installation services, and now I service the boutiques. I think I'm better equipped to service my clients at this point.

What is the best career advice you ever received?

I have a saying that I live by: "If not now, then when?". Life begins at the end of your comfort zone, and particularly as women in our industry we have to be brave and try things that we didn't before.

If you could go back in time and give your younger self career advice, what would it be?

There's another saying, "A mistake is only a mistake if you do it twice", learn from your mistakes. And learn the tech savvy stuff. We have voice activated faucets, systems to call your phone if you have a leak, systems that automatically adjust to the weather & will call your service provider if they're not working.

What are you looking forward to professionally/where do you see yourself going?

I look forward to helping people with their businesses; helping them in improving what they're already doing. Really help them at a grassroots level.

What energizes you outside of work?

Being outdoors- cottaging, paddle boating, jet skiing, gardening.

Do you have personal goals/dreams that you're working towards?

I have my goals posted in my office; I'm very goal oriented. Beyond meeting sales targets, I have a goal to spread positivity; to be well respected & received in our industry, and to have a close group of girlfriends.

What is the biggest obstacle you've had to overcome?

Myself. You've got to get out of your own way and your own hang-ups in your head & your own fears.

What is your "superpower"/what are you really good at?

Follow up. I have a theory about sales- show up, show up on time, show up on time prepared, be a world class listener and then do what you said you were gonna do. It's really that simple.

How do you challenge & inspire yourself to grow?

In the plumbing industry that's really key; we're changing hand over fist. Keeping up to speed- product knowledge is big. And being open minded. I challenge myself to think differently.

How would you/what would you say to attract other women to join our industry?

Not just women, but all new people; we need to make our industry "shinier". Talk about innovative technology of delivering & consuming one of our most valuable resources- water. We need to talk more about that, and how our industry is changing and how there's lots of opportunity.

For women specifically we need to show them that there are roles in this industry that we can fill that we traditionally may not have.