



Trane C.D.S. Trainers

Helping you get the most from your C.D.S. software

Shawn O'Brien

Shawn is the Customer Direct Service (C.D.S.) Customer Support Manager. He joined the group in May 2010 after returning from deployment in Iraq where he served as a combat engineer. His past professional experiences include working as a design engineer for a glove box manufacturer and a screening technologies company. He graduated from the University of Wisconsin-La Crosse with a BS in Physics and is a BEMP, LEED AP and C.E.M.



Austin Bragg

Austin is the Customer Training Manager in C.D.S., joining the group in 2016 as a marketing engineer. Austin obtained a BS in mechanical engineering and a technical communications certificate from the University of Wisconsin-Madison. She started her career at Trane as a product support engineer for centrifugal chillers. Outside of training, Austin enjoys golfing, tennis, and spending time at her cabin.



Nick Cavitt

Nick joined the C.D.S. group as a Marketing Engineer in June 2013 after eight years as a Building Automation Systems Estimator and Engineer for the Contracting Department of Damuth Trane. His responsibilities include providing support and training for the full range of C.D.S. software programs. He has a degree in mechanical engineering, a LEED Green Associate Certification and is a Certified Energy Manager.



Haley Goslinga

Haley joined Trane as a Marketing Engineer in C.D.S. in June 2012 after graduating with a degree in mechanical engineering from the University of Iowa. While in college, Haley served two tours in Iraq as a member of the U.S. Army Reserve. Haley can often be found on the Mississippi River with friends and family, training dogs with her husband or attempting a new recipe.



Sarah Hilden

Sarah joined the C.D.S. Support group as a marketing engineer in 2015. She earned a Bachelor's degree in Electrical Engineering in 2002 from North Dakota State University. Sarah's previous experience includes hardware and firmware design. When not at work, she enjoys spending time with her family, cooking, reading and golf. .



Caitlin Bohnert

Caitlin joined C.D.S. in June 2013 after receiving a master's degree in mechanical engineering from the University of Wisconsin-Madison, where she focused on energy recovery and modified thermodynamic cycles. She also holds an undergraduate mechanical engineering degree from Purdue University. Caitlin manages improvements to the TRACE® 700 family of software. She enjoys cooking for her friends and family, being creative and crafty and exploring outdoors.



"C.D.S. support always answers any question promptly with 100 percent accuracy, and with a friendly attitude. Thanks and keep up the great work!"

– current C.D.S. customer

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Kristoffer Knickrehm

Kris began working for Trane in 2006 as a Product Design Engineer and joined the C.D.S. group in 2015. Prior to joining Trane, Kris enjoyed a variety of engineering experiences supporting operations, maintenance, testing and balancing, commissioning, construction and design. He graduated from the University of Wisconsin-Platteville with a BS in mechanical engineering and is a Professional Engineer in Wisconsin.



Adam Krokstrom

Adam joined C.D.S. in June 2013. He graduated from the University of Wisconsin-Platteville with a BS in mechanical engineering with a minor in renewable energy. While at Platteville, Adam worked on several energy projects around campus as part of the first-ever student chapter of the Wisconsin Association of Energy Engineers (WAE). Adam also has a LEED Green Associate Certification.



Matt Stroh

Matt began working for Trane in 2013 as a laboratory engineer in the airside and heat transfer groups then joined the C.D.S. team in 2016. Prior to joining Trane, Matt obtained bachelor degrees in Applied Physics from the University of Northern Iowa and Mechanical Engineering from the University of Nebraska – Lincoln. In his spare time, Matt enjoys being active in outdoor activities such as golf, softball, and backpacking in national parks.



Mick Sharma

Mick joined the C.D.S. team in April of 2016 after nearly a decade of experience as a manufacturing process and product engineer in renewable energy, biotech and chemical process industries. Mick obtained a BS degree in chemical engineering. Mick enjoys being outdoors year round, and has special interest in wildlife viewing and photography.



Jonathan Rodriguez

Jonathan joined the C.D.S. team in January of 2018. He recently graduated with a degree in Mechanical Engineering from the University of Texas at Austin. Before joining C.D.S. Jonathan also spent some time working with residential furnace systems. In his spare time, Jonathan enjoys spending time in the outdoors, whether it be an adventure in hiking, biking, or camping.



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