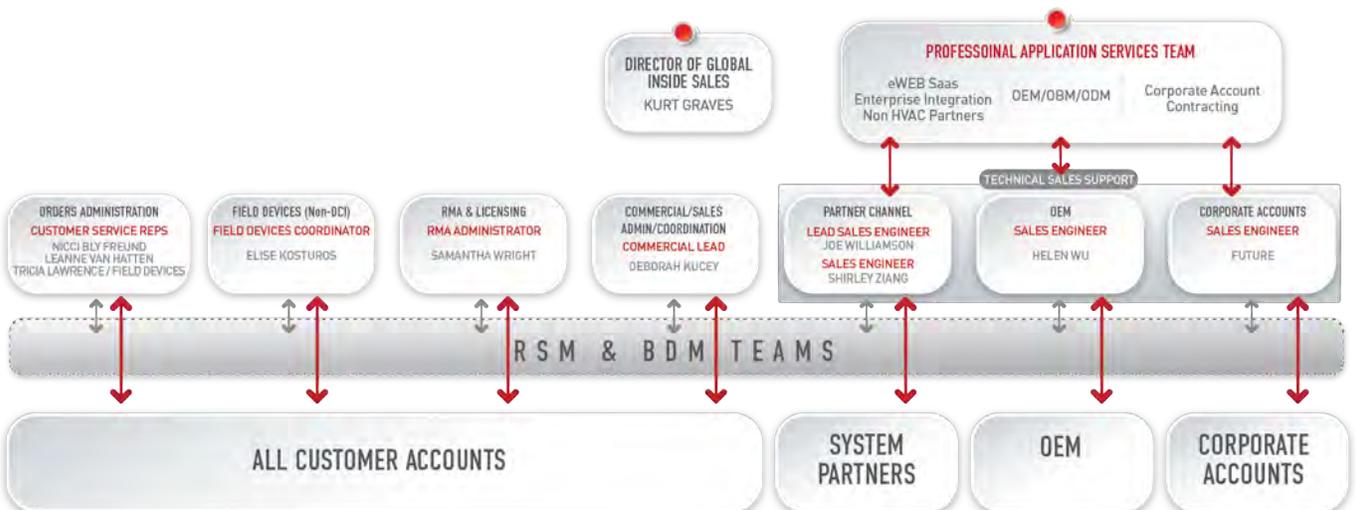


# CUSTOMER SERVICES

## THE TEAM



# CUSTOMER CARE

## THE TEAM

### ORDERS ADMINISTRATION

#### CUSTOMER SERVICE REPRESENTATIVES

NICCI BLY FREUND  
LEANNE VAN HATTEN

#### FIELD DEVICES

TRICIA LAWRENCE

ALL CUSTOMERS & PRODUCTS



### FIELD DEVICES (NON DCI)

#### FIELD DEVICES COORDINATOR

ELISE KOSTUROS

VENDOR COORDINATION  
OWNS SERVICE LEVEL AGREEMENT



### RMA & LICENSING

#### ADMINISTRATOR

SAMANTHA WRIGHT

RMA PROCESSING  
PRODUCT LICENSING / RENEWALS



DIRECTOR OF GLOBAL  
INSIDE SALES  
KURT GRAVES

### COMMERCIAL SALES ADMIN / COORDINATION

#### COMMERCIAL LEAD

DEBORAH KUCEY

CONTRACTS / CRM / REPORTS / PRICING  
COMMERCIAL QUERIES  
COMMERCIAL ONBOARDING  
SALES TEAM "QUARTERBACK"



### TECHNICAL SALES SUPPORT

#### PARTNER CHANNEL

#### LEAD SALES ENGINEER

JOE WILLIAMSON

#### SALES ENGINEER

SHIRLEY XIANG



#### OEM

#### SALES ENGINEER

HELEN WU



### CORPORATE ACCOUNTS

#### SALES ENGINEER

FUTURE HIRE



PROPOSALS & QUOTATIONS  
TECHNICAL QUERIES  
SPECIFICATION REVIEWS  
TECHNICAL ONBOARDING