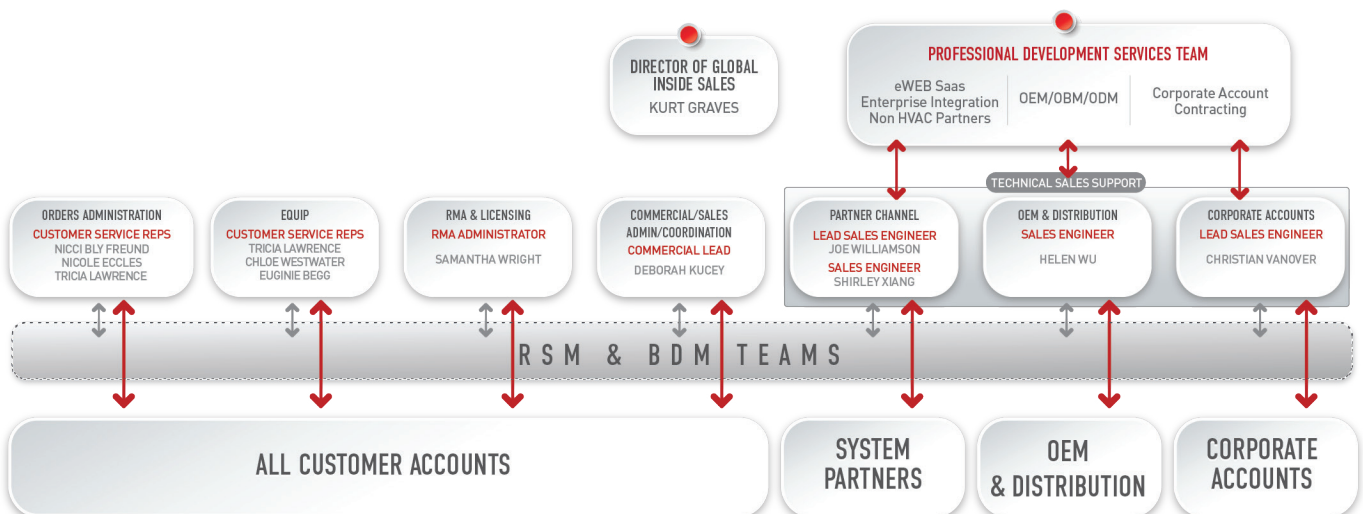




# CUSTOMER SERVICES

## THE TEAM



# CUSTOMER CARE

## THE TEAM

### ORDERS ADMINISTRATION / EQUIP

CUSTOMER SERVICE LEAD  
NICCI BLY FREUND \*



CUSTOMER SERVICE REPRESENTATIVE  
NICOLE ECCLES



CUSTOMER SERVICE REPRESENTATIVE  
/ EQUIP  
TRICIA LAWRENCE



CUSTOMER SERVICE REPRESENTATIVE  
/ EQUIP  
CHLOE WESTWATER \*\*



CUSTOMER SERVICE REPRESENTATIVE  
/ EQUIP  
EUGENIE BEGG



ALL CUSTOMERS & PRODUCTS

\* OWNS SERVICE LEVEL AGREEMENT  
\*\* VENDOR COORDINATION

### 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 & DISTRIBUTION

SALES ENGINEER  
HELEN WU



#### CORPORATE ACCOUNTS

LEAD SALES ENGINEER  
CHRISTIAN VANOVER



PROPOSALS & QUOTATIONS  
TECHNICAL QUERIES  
SPECIFICATION REVIEWS  
TECHNICAL ONBOARDING