

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