

# MEET OUR TEAM

The Hytrol Customer Care team takes pride in our ability to serve the customer. We respond nearly 9 times faster than the national average to your emails and are dedicated to resolving your issues faster than anyone else. We choose our representatives based on their knowledge, their enthusiasm, and their belief in the advantage of choosing Hytrol. Meet a few of our team members and get a glimpse of what makes this team so effective: the people in it.



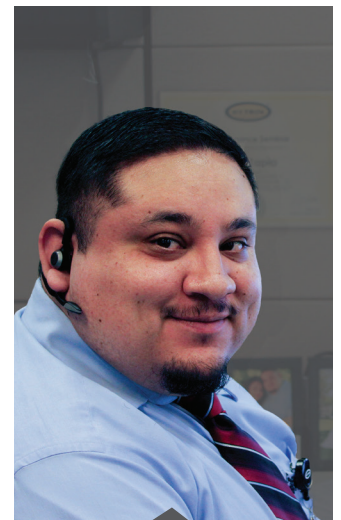
**NICK BROWN**  
8 YEARS AT HYTROL



**JENNIFER TAPIA**  
3 YEARS AT HYTROL



**MICHAEL BINKLEY**  
22 YEARS AT HYTROL



**JUAN TAPIA**  
10 MONTHS AT HYTROL



**CUSTOMER CARE TEAM**

# NICK BROWN



I have been a part of the Customer Care Team for almost three years, and with Hytrol for nearly eight. My first five years were with Power Assembly, which allowed me to increase my product knowledge. Since coming to Customer Care, I have continued to grow each day.

A large part of my knowledge base is our current and older product lines. I have taken on our EZLogic® and E24™ systems to become a subject matter expert in those areas. I provide assistance to anyone in need and can tackle the more in-depth issues that arise.

I am a quick learner and a team player. I was able to become a leading EZLogic® instructor this past year and am looking forward to how I will be able to grow in the future. I have a simple goal: be the best I can be to allow Hytrol to be the best we can be.

The Customer Care team helps me grow and learn. My co-workers keep me grounded and allow me the ability to grow. The goal in Customer Care is to exceed every expectation and create a competitive advantage for Hytrol.

**“I HAVE A SIMPLE  
GOAL: BE THE BEST I  
CAN BE TO ALLOW  
HYTROL TO BE THE  
BEST WE CAN BE.”**

**-NICK BROWN**

**3 WAYS**

TO CONTACT  
THE INDUSTRY'S

**FASTEST**

CUSTOMER  
CARE TEAM



LIVE CHAT



1-844-4HYTROL



WECARE@HYTROL.COM



CUSTOMER CARE TEAM

# JENNIFER TAPIA



**“WE’RE ALWAYS  
LOOKING FOR WAYS  
TO BETTER SERVE  
THE CUSTOMER AND  
I THINK OUR  
ATTITUDES REFLECT  
IN OUR VOICES.”**

**-JENNIFER TAPIA**

I’m bilingual, and one of the main ways I add to the team is being able to take over when the language barrier becomes an issue. I’ve become very familiar with international shipping regulations, and now I’m the person my team turns to when they need assistance on those orders and processing rush orders.

Being detail-oriented is an area where I feel I add value to the team. I take detailed notes of my phone calls with customers in case there’s ever an issue down the road, and I actually have phone logs and e-mails from the very first time I took a phone call here at Hytrol!

I’ve been with Customer Care since 2012—many others have been here a lot longer than I have, so they help me with their knowledge base of older conveyor styles. They help me understand the difference between the older and newer to identify parts, and they’re incredibly helpful. I enjoy the relationship we all have with each other—we’re always looking for ways to better serve the customer and I think our attitudes reflect in our voices.

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# MICHAEL BINKLEY



**“I’VE SEEN A LOT OF CHANGES, BUT ONE THING HAS ALWAYS STAYED THE SAME: THE GOOD-HEARTEDNESS OF THE PEOPLE.”**

**-MICHAEL BINKLEY**

I have been with Hytrol for 23 years and with the Customer Care team for the past 4. Since I’ve been with Hytrol for so long, I know how the processes in the shop work and who to ask regarding different questions. I feel that when people come to me with questions, they can trust me to get orders out in a timely manner.

The reason our Customer Care team is so effective is because of the knowledge everyone brings to the table. If I’m not sure about the answer I’m giving, I can always ask someone around me to get the answer I need. End users and integration partners who call us can rest assured that we can get the right answers to them very quickly.

In my time at Hytrol, I have seen a lot of changes, but one thing has always stayed the same: the good-heartedness of the people. I am truly blessed to be part of such an awesome group of people.

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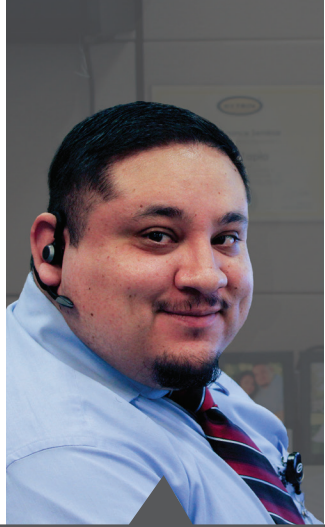


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CUSTOMER CARE TEAM

# JUAN TAPIA



I am one of the newest members to the Customer Care family, and it has been 8 exciting months.

I'm bilingual and am a fast learner. The Customer Care team helps me learn how to take care of issues and explain how to do it after a call has been answered, and that helps me take care of customer needs as quickly as possible.

Every day on the team is different and challenging. Everyone here is so friendly and willing to help, and I am willing to take on the toughest task to help even out the workload. I am glad to bring a positive attitude to work every day and continue to learn more about Hytrol and its customers.

**"I AM GLAD TO BRING A POSITIVE ATTITUDE TO WORK EVERY DAY AND CONTINUE TO LEARN MORE ABOUT HYTROL AND ITS CUSTOMERS."**

**-JUAN TAPIA**

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