

KASSANDRA SOTO

BRAND CUSTOMER SERVICE SPECIALIST



Meet Cassandra! Cassandra has been a part of the DAR PRO team since July 2017 and works as a Brand Customer Service Specialist. In her role, she works with about 15 accounts, some small and some big. Cassandra is a Texas girl at heart – she was born in San Antonio and now lives in the Dallas area – and she has no plans of leaving anytime soon. When she isn't at work, she is at the park or the mall with her son and daughter. In the words of her teammates, Cassandra is always open to learning and improving her skills to perform her role well. She never hesitates to ask questions to improve her knowledge base in order to give our customers the best experience possible.

Learn more about Cassandra below!

Q: What is your favorite part of your role?

A: My favorite part is helping customers with any of needs they have, especially when it comes to fixing any issues for them. I'm a problem solver. It's all about being patient and calm. I put myself in their position and think about the response I would want to hear. I can't let my day go on without solving their issue.

Q: What do you like about working for DAR PRO?

A: Every day I learn something new, a day doesn't pass when I don't. I had no idea a company like this existed prior to working here. When I thought about recycling companies, I thought about cardboard and plastic. Also, the fact that we feel like a big family, no question is stupid, and there is always someone to help you.

Q: How has your role changed since you started here?

A: When I first started, I was on a team of four, now my team is twenty people. I started on the Customer Service Team, but then moved to Brand Team in Oct 2019. I like it a lot -- I'm still a part of customer service, but now I get to work with specific brands.

Q: Are you known for anything special around the office?

A: If someone looks at the menu at lunch and wants something different, they come to me because they know I more likely than not am getting lunch out of the office. I'm always at Chick-fil-A. I love getting lunch with people and making new friends. Also, most freak out when I say that my favorite animal is snakes. I wish I could have one as a pet. But now I just have snake earrings, necklaces, shirts.

Q: What is your favorite fried food?

A: Fried Chicken from Babe's