

MARK IPPOLITO

INSIDE SALES DEVELOPMENT REPRESENTATIVE



Meet Mark Ippolito! Mark has been a part of the DAR PRO team for over three years and works on our Inside Sales team, taking calls from our customers and supplying them with solutions. Originally from Syracuse, NY, Mark found his way to Texas for college and ultimately in Dallas to work with us. In the words of his teammates, Mark is stealthy like an air-force jet: quiet and strong. He works tirelessly without a fuss, tangibly impacting each customer he interacts with.

Learn more about Mark below.

Q: What is your favorite part of your job?

A: My favorite part is having fun with customer service calls. I strive to make each call I'm on efficient and comfortable for the customer, and I want it to make sense for them too. I want to take whatever they had on their to-do list off their plate.

Q: What is your favorite part about working for Darling?

A: The company is very laidback and family oriented. There is a sense of community here, whether it is between us coworkers or even between us and customers. We're all in this together. It's unlike any other job I have had, which I appreciate.

Q: Did you know about the renewable energy and recycling industry prior to working here?

A: I like to trade stocks, so I knew about commodities in general. I had known about yellow grease, which we create from used cooking oil, and how it performs in the market. That really intrigued me before I started working here, and I've learned a lot about our impact on the yellow grease market since.

Q: How do you think you impact the customer?

A: I've learned to stick to a process when I'm on a call. I go through the same questions, regardless of who the customer is. I like to keep the process as fast and easy as possible, because I know that when people are calling, they don't want to spend all day on the phone. I feel I do that best for the customer: making the process as easy for them as possible. By the end of the call, I hope to hear them say "that was easy, I can't believe we finished that so quickly."

Q: In the spirit of DAR PRO and our industry, what is your favorite fried food?

A: I love fried avocado – stuffed with beef or chicken. It's a whole meal, meat cheese and rice inside of it.