

NICOLE HARLAN

SALES AND CUSTOMER SERVICE SUPPORT SPECIALIST



Meet Nicole Harlan! Nicole has been a part of the DAR PRO team since 2007 and currently acts as a Sales and Customer Service Support Specialist, where she works with customers, data, and much more. If you visit our website and engage with us, you will be talking with Nicole! Born in Wisconsin, Nicole moved to Russellville, AR when she was 8 and has called it home ever since. In the words of her teammates, Nicole is a key part of the sales team. She collaborates well and is willing to jump in wherever she is needed.

Learn more about Nicole below!

Q: What is your job role like?

A: I deal with online back-end items that support sales and operations. I engage with our customers through our web chat and work on other special projects such as helping the sales team with their new business forms. I'm making sure that answers to questions can be easily found in our database, so we can have more fluid conversations with customers.

Q: What is your favorite part about your role?

A: My favorite part is helping solve problems. Every day is different; the problems can be internal with the sales team, like fixing something with an account, or external with helping the customer get their new account set up. It changes all the time. I am a helper; I like to help and make sure all of our data is lined up correctly.

Q: What is your favorite part about working for DAR PRO and being a part of the recycling industry?

A: I like knowing that we save a ton of material from going to landfills and that we are repurposing oil into something new. Its more than just used cooking oil recycling, there are so many avenues that come into play. Under the entire Darling umbrella, our brands connect to save even more material from landfills. I like the whole "green" aspect of it. Recycling was almost unheard of in Arkansas when I first started, and I learned a lot being in this business.

Q: Do you have any big takeaways from this job?

A: A quote from a former manager, Jeremy Keaster: "Let us focus on the behaviors and attitudes that leave behind a legacy that others are proud to carry into the future." Are the things I am doing and saying, are they things that my coworkers and the people around me will carry into their life?

Q: What is your favorite fried food?

A: I love fried pickle slices. My mouth waters every time I think about them! the ones from Mom and Pop restaurants are the best. I love French fries after that. If I want waffle, I'm going to Chick-Fil-A. If I want to dip them in ranch, I'm going to Wendy's.