

DOUG TYNER

SALES DEVELOPMENT REPRESENTATIVE



Meet Doug Tyner! Doug has been a part of the DAR PRO team since April 2019 – he just celebrated his two-year anniversary. Doug has grown up in the Dallas area, so working from Irving is a treat. As a sales development representative, Doug helps introduce new customers to the company and helps set them up with our services. In the words of his teammates, Doug is patient, reliable and a team player. He was key in the success of onboarding our new Oracle program. He is always there for a good laugh too, he finds humor in the roughest days.

Learn more about Doug below!

Q: What is your favorite thing about being a sales development representative?

A: I like it when I help someone new to the restaurant business -- when I have a customer say: "I think I need a trap service, what can you guys do?" The fact that I can take all the information they provide in a 10-minute phone call, and I can turn around and explain to them what a trap or used cooking oil is. People are also so excited to learn about what we are doing and how we help the environment. It's amazing how many of our customers get excited about it. Some don't even want rebates -- they just want to help our cause.

Q: What is it like being on the phone with customers?

A: I really love it when I can tell them that trap maintenance is less expensive than they were expecting. I have people once a week tell me that they don't believe it. "Wow!" And sometimes we take care of the whole setup from start to finish. I've had customers call back after a year and tell me that the last person they talked to was me because they never had any reason to call about issues.

Q: How do you impact the customer?

A: If the customer needs help, I'm happy to answer any questions they have. I think the whole team is really good about this. Being friendly also helps because sometimes people are nervous. I have a lot of customers who call to add a new location and will wait to talk to me even if I'm on break for lunch. That means a lot to me. I try to be honest with them too. I've had customers thank me for that.

Q: What do you like to do outside of work?

A: I'm on a mission to visit every state park in Texas. I think I'm at 12 just this year -- I've gone almost every weekend. Dinosaur Valley is really cool, Dangerfield is piney woods and Meridian, it looks like you're in a desert.

Q: What is your favorite fried food?

A: That's a difficult question. If I had to just pick one, I would pick Korean-style fried chicken. BBQChicken is an awesome place – I actually found them through helping set up their service! That or Sonic corndogs.