

JESSICA BRISENO

CUSTOMER SERVICE SPECIALIST



Meet Jessica! Jessica just celebrated her one-year anniversary of being on the DAR PRO team. Born and raised in Arlington, she feels right at home in our Irving office working as a customer service specialist. Her husband, who works as a Transportation Manager at our Dallas plant, had been trying to get her to come work in this position for years, and we are so happy she's here! In the words of her teammates, "Jessica is a very organized and fast paced employee. She is always happy to help a teammate or customer."

Learn more about Jessica below!

Q: In your own words, how would you describe your role?

A: I act as the liaison between the company and the customers. I help the company navigate requests and ultimately help make the best decision for our customers.

Q: What is your favorite aspect of your role?

A: The job looks different from day to day. I enjoy the problem-solving aspect of taking calls and helping customers. Some of the calls can be random too, like once a bear has gotten into the used cooking oil container!

Q: What is it like working for the same company as your husband?

A: We try to keep work separate, but we sometimes discuss things on my end of the business. He can better understand what goes on in the sales side of things. And he has taught me about the operations side of things. It helps me have a better understanding when I am talking to customers.

Q: What brought you to this role?

A: I had worked in early childhood development up until this position. I had always worked in the restaurant industry, so I wanted to work on the professional side of things. I am thankful for my experience in childhood development, as it made me a better mom to my 2-year-old daughter and 17-year-old son. But I am happy to be here finally.

Q: What is your favorite fried food?

A: Fried pickles at Hooters.