

MOUNA ZIANI

CUSTOMER SERVICE SPECIALIST



Meet Mouna! Mouna has been a part of the DAR PRO team since December 2018. Born and raised in Morocco, Mouna has lived in Portugal, Canada, and then finally Dallas, where she has spent the past 14 years. While living around the world, Mouna has become fluent in four languages: French, Portuguese, Arabic and English. And just as impressive, she recently received her master's degree in criminal justice with an emphasis in homicide investigation. In the words of her teammates, Mouna is a friendly, dedicated member of the team with vast experience in customer service in several countries. Her worldly experiences make her an understanding, compassionate representative for our company.

Learn more about Mouna below!

Q: What is something that you have learned from your role?

A: Every day there is something new to learn, which makes it interesting and fun. Every day is different, and every call is different. You get to interact with very different people in different backgrounds. I have learned to be very patient, to show empathy, and to put myself in other people's shoes. Learning those skills is something that will serve me for my lifetime.

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

A: The people here are very friendly and willing to help -- I feel like we are a family. Everyone says hi to each other and checks in on each other. Coworkers become friends. I also have a great manager in Cathy [our Customer Service Manager]. It's very rare to find a manager as good as her. The whole element feels like a whole family. People care here.

Q: What did you know about the recycling industry before working here?

A: I did have an idea but not about this industry specifically. I was impressed -- I never knew we could recycle used cooking oil and turn it into something new. When I talk about it to my friends and family, there is always so much to tell them. I learn something new every day.

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

A: I love to cook for my family -- especially Moroccan food. I also love to go to Zumba classes. When I dance, I feel happy and refreshed. I like to listen to podcasts for motivation and spiritual purposes. I listen to a lot of music too; my favorite artists are Karol G and Celine Dion. I speak French so I like listening to Celine's French songs.

Q: What is your favorite fried food?

A: Fried calamari dipped in ranch. I like it from anywhere, but STIRR and Thirsty Lion are the best places in Dallas to get it.