

NANCY PENA-ARROYO

SALES AND CUSTOMER SERVICE SPECIALIST



Meet Nancy! She has just returned from maternity leave with her three-month-old son, and we are so happy to have her back in the office. Nancy has been with DAR PRO since 2019 and works as a Sales and Customer Service Specialist, where she provides customer support, renews accounts, and improves overall customer satisfaction. When she is not assisting customers, she loves to go to Hobby Lobby and Chick-Fil-A. In the words of her teammates, constant, patient and genuine. She is always willing to learn and is well respected by all her peers.

Learn more about Nancy below!

Q: What is your favorite part about your job?

A: You get thrown different things constantly, every day is different. I think everyone in the office can say that! The cool thing is that we help each other out too. It's pretty cool to be in an environment like this.

Q: Being on the hybrid team, do you like the sales side or the customer service side more?

A: I like them both – we still get to answer the phones while incorporating sales as it comes. I like the position I am in now; it keeps me on my toes. I came from working on the customer service side, so I learned the procedure well.

Q: How do you keep up with so many tasks?

A: I like to make notes. I call them "Nancy Notes." If I read an email, I'll put it in my own words so I can fully understand it. Sticky notes are my friends.

Q: How do you work with the customer?

A: You have to have empathy. The people you talk to are already running a business and stressed as is, so when they call its more important to listen to what they have to say and be empathetic and help them with what they need.

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

A: My baby son takes a lot of my time. I am very family oriented. Most of my family is in Dallas, so they are close by. I love to decorate and be hands on, like cleaning on my time off. My friends and I like to go to concerts, we would always be checking websites to see who was coming to town next.

Q: What is your favorite fried food?

A: A lot of people don't ask me anymore because they know I'm going to say Chick-Fil-a. I order the #1 with fries and a large sweet tea.