

# SUSANA ALVAREZ

## CUSTOMER SERVICE SPECIALIST



Meet Susana! She has been working with us for 3 months after working in auto insurance claims for many years. She and her husband are coming up on a year of being married in July. She loves to work with people and her team has said that, "Susana is passionate about helping her customers and is a true natural at customer service. We are so glad she's on our team."

Learn more about Susana below!

**Q: What do you like most about your job?**

A: I love serving our customers. Helping them is really where I get to be myself and just listen to customers and find the best way to help them in each situation.

**Q: What is your favorite part about working for DAR PRO?**

A: I have really been wow-ed from the outside in on my journey with DAR PRO. There are always opportunities to learn and grow and I am very grateful for that.

**Q: If you had to choose three words to describe yourself, what would those words be?**

A: I would say that I am loyal, friendly, and honest.

**Q: How would you describe your work style?**

A: I am very diligent, so I will go out of my way to follow up with customers. I try to get everything done in a timely manner and I also try to be very thorough with my work.

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

A: I have 27 nieces and nephews, so they come over to swim in my pool a lot! They are welcome to come over whenever they want.

**Q: What is your favorite fried food?**

A: I would have to choose french fries!