

# VANESSA RIZO

## CUSTOMER SERVICE REPRESENTATIVE



Vanessa has worked with us for just over a month as a Customer Service Representative! Before she was with us, she worked as a medical receptionist and has 13 years of customer service experience. She's been working hard to learn all the in's and out's of our industry, and her hard work pays off. Her team has said that, "Vanessa is already making a huge impact when engaging with our customers. Her phone etiquette and use of positive language skills are excellent."

Learn more about Vanessa below!

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

A: I like being the liaison between the plants and our customers. I get to be the voice for DAR PRO!

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

A: My favorite part is the work-life balance that this company provides. My husband is a driver for the Dallas plant, and we both can just leave work at work, where it belongs.

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

A: I would choose silly, caring, and friendly!

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

A: I start every day with a smile on my face. I try my best to be cheerful as much as possible, and I don't let anything from my personal business affect my work.

**Q: How do you impact your customers?**

A: I try every day to be more patient and understanding. My customers are calling in not because they want to talk, but because they need help with something, and it's my job to get them the help they need.

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

A: I like to play video games, do make up, and travel!

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

A: I would have to choose tempura shrimp from Oyshi Sushi in Grand Prairie.