

VIEO RODRIGUEZ

CUSTOMER SERVICE SPECIALIST



Meet Viero! Viero has been a part of the DAR PRO team since October 2019, helping our customers through providing them with eager assistance. Raised in Bedford, he is a DFW native and continues to call the metroplex his home to this day. When he is not at work, Viero likes to travel and spend time with his dog, an American Bully named Diamond. He eats a lot of pizza too – his favorite spot is Marco's Pizza. In the words of his team, Viero has "quiet determination." He is self-motivated and always maintains a calm presence for customers and coworkers alike.

Learn more about Viero below!

Q: What is your favorite part about helping our customers?

A: The problem-solving aspect. When a customer needs help, I step in and get to the solution, which is really satisfying. At times, you hear it in the customers' voices that they are stressed. So, when you get to fix their problem, they feel relieved. Some people have even told me they love me on calls before!

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

A: The people. Everyone is super friendly and polite. When I walk through the office, the people that I walk past all say hi. It's a very family-like environment. It's a breath of fresh air.

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

A: I knew that it was a thing. I worked as a cook and a server in high school, so I was aware, but I wasn't sure what happened to the oil after it was picked up. It was cool to learn about that side once I started here.

Q: How do you personally impact the customer?

A: I try to finish things then and there. Customers have other things to do, so they don't always have time to call back to follow up on things. So, I try to impact them in a productive way. I don't like to leave tasks lingering, I try to stay on top of things.

Q: What is your favorite fried food?

A: Calamari. There's this place in Arlington called Ocean Chinese that has the best calamari.