

JULIAN MONROY

CUSTOMER SERVICE SPECIALIST



This is Julian! He started at DAR PRO back in July of this year and works as a Customer Service Specialist. On the side, he also runs an importing and exporting business that distributes coffee beans from Columbia. He moved to the United States from Columbia when he was 10 years old. He also served in the United States Air Force for 2 years. His peers have great things to say about him, "Julian's motivation and calm demeanor is a valued asset to the customer service team."

Learn more about Julian below!

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

A: What I like most about working at DAR PRO is the stability that my job brings. On the side, I import and export coffee from Columbia, so having something that I can rely on and come back to every day is nice.

Q: How do you impact the customer?

A: I feel like when a customer is upset, I am being given the perfect opportunity to not only resolve their concern, but also improve their experience and nurture their loyalty to us. It's very rewarding to help them and know that I'm also helping their business grow and setting them up for success.

Q: What have you learned since you've been here?

A: One of the lessons that stands out to me is that you get out what you put in.

Q: Did you always know about sustainability?

A: Not directly. I have some experience helping run a pizza place, so I knew a bit about grease traps before I came here.

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

A: I love to go on long bike rides, spend the money that I make, and sleep.

Q: What is your favorite fried food?

A: I don't really have a favorite, but if it's fried, it's good.