

Meet the 3Expert



This month's featured expert is **Desiree Pruss, Client Services Manager**. In this role, Ms. Pruss is responsible for leading and managing the Client Services Implementation team. This includes focusing on the overall implementation processes and customer service experience for 3E Online clients. She also conducts ongoing analysis, implements process changes and facilitates the strategic planning of future changes to ensure 3E is continuously delivering exceptional customer service.

Over the last year, Ms. Pruss and her team have been actively involved in streamlining the start-up process to reduce rollout times for new client implementations. As a result of this initiative, many of the 3E Online client self-training tools (located in the Help tab of the 3E Online application) have been enhanced and updated to assist in strengthening clients' understanding of the application's functions and features. The team has also dedicated significant resources toward developing and implementing an advanced Learning Management System (LMS) web based application, which will be deployed in the very near future.

As a valued member of the 3E team for 13 years, Ms. Pruss is well positioned and experienced to guide and support her team in their efforts to achieve their ongoing goals and objectives. She actively works with her team to enhance the client experience through the development and implementation of self-training tools to support customer engagement and facilitate future growth.

"I really enjoy the constant challenges and evolving changes that this job role provides me. I learn something new every day and that is exciting and motivating to me," said Ms. Pruss. "3E has grown during my tenure, and it has been very rewarding to be a part of that change and growth."

Ms. Pruss's work experience prior to 3E Company was in Operations, Customer Service and Sales Management in the Air Freight and Liquid/Dry Bulk Transportation Industries. Her background, knowledge and Hazardous Materials transportation certification allowed her to work with many of the top 500 chemical manufacturers globally during her career in these two industries.

When she's not working, she enjoys spending time with her family, movies, concerts, theatre and golfing when she has time. She also loves planting her organic garden and managing her small avocado orchard.