

Meet the 3Expert

This month's featured expert is **Melinda Krupczynski**, 3E's Senior Manager, Customer Support.

Ms. Krupczynski leads 3E's Emergency Response Contact Center.

Her responsibilities include:

- Managing a team of emergency response specialists who provide 24/7/365 support to customers
- Leading and directing 3E's Contact Center team to meet ongoing department goals and supporting company objectives
- Developing process improvements and spearheading implementation
- Facilitating employee development and cross training to enhance service delivery and grow the team's professional skills
- Interfacing with sales, product management, client services and customers to customize and manage 3E clients' hotline services



Ms. Krupczynski leads the Contact Center in the pursuit of excellence on each interaction that they support by seeking out and hearing the voice of our customers, measuring performance, driving quality initiatives and evaluating the latest available technologies to continuously improve and enhance the customer experience.

In the past year, Ms. Krupczynski and her team have undergone a year-long integration initiative to cross train and merge the Customer Support and Hazardous Materials Response Teams. Customer Support Technicians earned their HAZWOPER, Blood Borne Pathogen, FEMA and Hazardous Waste certifications so they can competently support clients with compliant waste

disposals. 3E's Hazmat Technicians are now being equipped to provide customer service functions so they can support Safety Data Sheet (SDS) requests, 3E literature requests and 3E Online® inquiries in addition to providing support for exposures. This integration initiative will increase first call resolution for 3E customers and streamline Contact Center processes.

When asked what she enjoys most about working at 3E, Ms. Krupczynski said, "My incredible team of professionals and what they do – it gives me tremendous joy to see and hear my technicians supporting our clients and making a positive difference with each interaction."

She also enjoys the diversity of the customer interactions that the team is presented with every day. 3E's Contact Center handles a wide assortment of calls, ranging from standard requests for material data, to life-changing events. Says Ms. Krupczynski, "We are here to support our clients every hour of every day and I am proud to contribute and help my team in this very real and meaningful endeavor."

Ms. Krupczynski has an extensive background in call center and customer service. Prior to joining 3E, Ms. Krupczynski served as Director of Operations for an onshore outsourcer for Customer Service and Dispatching services.

When Ms. Krupczynski is not working she is at the ice rink supporting her son as he pursues his dream of playing in the National Hockey League. She also enjoys reading, running long distances, hiking and wandering around the woods to unwind.