

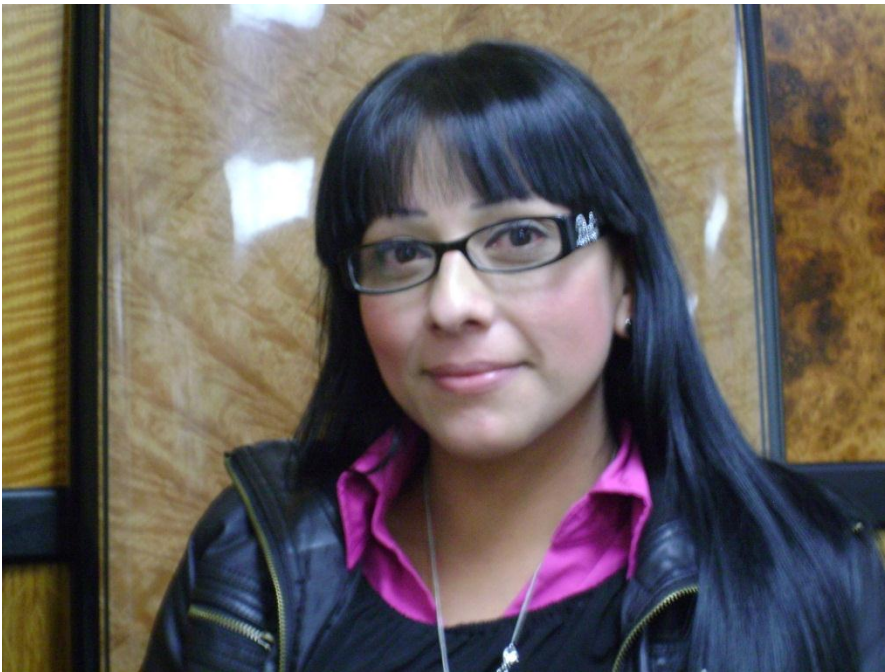


## **Introducing our Customer Service Team**

### **Customer Service Supervisor**

**HEIDI LUVIANO**

**Joined GL Veneer in 2008**



**Congratulations** are in order as Heidi has been recently promoted to Customer Service Supervisor. Heidi came to us with a solid background in cabinetry configuration, specification, and sales. This background and her professionalism, experience, and detailed product knowledge are huge assets to GL Veneer and our customers. She has organized her team to be responsive to any need. This year she will be expanding each team member's product knowledge as GL Veneer

expands its offerings of forest products.

Heidi advocates for you daily with our inventory control and production teams so your order is on time and meets your specifications.

From stock items to the most rigorous architectural panel specifications, Heidi and her team excel in getting the customer's "wants" translated accurately into cost effective solutions and accurate production requirements. We're very proud to have Heidi lead our customer service team. Our team will continue to excel and grow under her leadership.



## ***Leveneer© and Plywood specialist***

**JOSH REYES**

**Joined GL Veneer 1999**

One of our first multi-role product line personnel, Josh was our first product specialist with the Leveneer© flexible veneer product line when it was introduced in 1999. Over the years he has developed a thorough knowledge of the Leveneer© product and he is our “go-to” guy when it comes to flexible veneer solutions. Josh is also well experienced in our plywood and panel products and often lends assistance when requirements include plywood and Leveneer© flexible veneer.



***Congratulations*** are in order for Josh as well. He will soon begin a gradual transition from inside sales and customer service to outside sales and service. We look forward to Josh’s continued success in this new arena. Please welcome Josh if when calls on you in the future.



## ***Leveneer© Specialist***

**MIKE GONZALEZ**

**Joined GL Veneer 2008**



While often processing hundreds of orders, quotes, and sample requests each day, Mike brings a sense of calm and order to the often frenetic pace of our Leveneer© product line. Always patient and helpful to a fault, Mike takes initiative and solves customer issues on-the-spot.

We truly value Mike's demeanor, and his willingness and skill to help our customers. Mike will also be training with Heidi and the

production team this year to be another multi-role product specialist, taking on more product knowledge and duties in plywood and other product lines.

If you have had the pleasure of dealing with Mike, you know he takes great care of your product and service requirements.



## ***Plywood Specialist***

**MARIA GONZALEZ**  
**Joined GL Veneer 2011**



Maria is our rising star as a plywood product specialist. Since 2011 when we “volunteered” her services to Heidi’s team when plywood product demand grew significantly, Maria has consistently developed her own quiet and deliberate style and grows each day in her position.

Detail oriented and personable, Maria continues in her product knowledge growth and will also begin training with Heidi and the production team this year to be another multi-role product specialist, adding the

Leveneer© flexible veneer product line to her repertoire.

We are fortunate to have Maria on our staff and look forward to her continued personal growth and the continued successes she brings to GL Veneer and our customers.