



## **Employee Spotlight: Darlene Tuttle, Customer Services Representative**

**What is your job title, and what does that position entail?**

I work out of the NW Division as a Customer Service Rep covering part of the Oregon Territory. As a CSR for Olympus Controls we handle everything for our customer from the time the order comes in until the payment is received and the order is closed; including order placement, shipping and expediting options, collections and everything in between. Seeing each order through from start to finish really allows us to take ownership of our territory and build stronger relationships with our customers. We also pitch in to do the day to day office jobs such as mail sorting, filing, reports, ordering office supplies etc. I've even been known to count nuts and bolts from time to time to help out our Systems and Assemblies Group.

**How long have you worked at Olympus, where did you come from?**

I have been with Olympus Controls for just over 2 ½ years now though it feels like I've been a part of the Olympus Family for much longer. Before I came here I worked for a commercial Fire Sprinkler company as a Permit Tech / Customer Service Rep. I enjoyed my time with AFP Systems but my husband and I decided to move to Texas to be closer to my family. We were hoping for big opportunities and a change of scenery, but after a summer of 43 straight days of 100+ degree temps and the biggest spiders I've ever seen, we decided to pack it up and head back to the Pacific NW.

**What do you like best about working at Olympus?**

The best thing about working for Olympus is the opportunity to work with a great group of talented and hardworking individuals who also enjoy having a little fun while working. It's a very relaxed work environment and on any given day you might find a practical joke happening or someone playing fetch with one of the many dogs that come to work each day. We're not just a group of co-workers at Olympus, we also good friends.

**Describe some of your hobbies – what do you like to do outside of work?**

Outside of work I enjoy spending time with my 3 kids, traveling, camping, watching football (Go Ducks and 49ers), running in events like the Warrior Dash and I'm now a new fan of Skydiving, can't wait for the opportunity to jump again. Life really is all about adventures, experiencing new things and making memories.

**What is one thing your customers might find surprising about you?**

Well there are a couple things they might find surprising. First - I used to have a pet Cougar growing up. His name was Freddy and he had his own bedroom right next to mine until he out grew it. He was quite the topic of conversation around town. Next - I'm a licensed Pyrotechnics Operator in Nevada and Texas, so each year I fly off to Vegas or the Dallas area for the 4<sup>th</sup> of July and shoot city fireworks shows. It's a couple days of really hard work for 15-20 mins of ooohs and ahhs!

*Thanks to Darlene for sharing a little about herself and we look forward to spotlighting her co-workers in the month's to come.*