

## USP CUSTOMER SERVICE TEAM

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The USP Customer Service Team receives, processes, and fulfills all orders for USP Reference Standards and publications. All members can be contacted at [custsvc@usp.org](mailto:custsvc@usp.org) or 1-800-227-8772 (U.S. and Canada), +1-301-881-0666, or 00-800-4875-5555 (Select Europe). They develop specialized customer knowledge and build personal relationships in a continuous effort to better understand and serve your needs. Unless otherwise indicated, Customer Relationship Representatives are available Monday–Friday, 3:00 A.M.—6:00 P.M. EST.



**Mary Kate Kreps**  
*Director, Sales Operations*

Mary Kate joined USP in June 2005 as the Manager of Customer Service. She brings to USP more than 20 years of experience in customer service, sales operations, and client management, which will be beneficial both domestically and, as USP continues to expand, internationally.

B.S. in Community Health, University of California, Davis

**Contact:** [MKK@usp.org](mailto:MKK@usp.org)

**AVAILABLE 8:30 A.M.–5:00 P.M. EST (1:30 P.M.–10:00 P.M. GMT)**

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**Julie Smith**  
*Senior Customer Service Representative for Controlled Substances*

Julie has been with USP for 15 years. Customer service has always been her preferred field because she likes to work with people and fulfill their needs. The constantly increasing demand for USP Reference Standards and standards publications keeps her busy, and she enjoys it. She specializes in handling the complex paperwork and procedures related to the international export of controlled substances.

**Contact:** [JULS@usp.org](mailto:JULS@usp.org)

**AVAILABLE 8:30 A.M.–5:00 P.M. EST (1:30 P.M.–10:00 P.M. GMT)**

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**Ruth Jourdain**  
*Senior Customer Service Representative for Controlled Substances*

Ruth joined USP Customer Service in July 2004. She has more than 15 years' experience in sales and customer relations. Ruth enjoys talking with customers and currently facilitates controlled substance orders for all international customers on the regular shift.

**Contact:** [RDJ@usp.org](mailto:RDJ@usp.org); +1-301-816-8110, or 1-800-227-8772, Ext. 8110

**AVAILABLE 8:00 A.M.–4:30 P.M. EST (1:00 P.M.–9:30 P.M. GMT)**

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### **Español/English**

**Henry Kummerfeldt**  
*Americas Shift Supervisor*

Henry joined our team in August 2006 to supervise the customer service shift serving the U.S., Canada, and Latin America. He speaks Spanish and English fluently and has more than 10 years' management experience in customer service and call center environments.

**Contact:** [HWK@usp.org](mailto:HWK@usp.org); +1-301-816-8160, or 1-800-227-8772, Ext. 8160

**AVAILABLE 8:30 A.M.–5:00 P.M. EST (1:30 P.M.–10:00 P.M. GMT)**



**Olivia Hebron**  
*Senior Customer Service Representative for Canadian Accounts*

Olivia has been with USP for a total of 17 years. She uses her exceptional listening skills and experience in researching and troubleshooting issues and always keeps customer satisfaction as her guiding factor.

**Contact: OH@usp.org**

**AVAILABLE 7:30 A.M.–4:00 P.M. EST (12:30 P.M.–9:00 P.M. GMT)**



**Terri Markward**  
*Senior Customer Service Representative for National Accounts*

Terri has worked for USP for 20 years. Her problem-solving skills and patience are valuable assets. Experience has taught her that each customer's needs are unique and require special attention. Terri believes that high-level customer service also calls for innovation and initiative, both of which she consistently brings to her work.

**Contact: TAM@usp.org**

**AVAILABLE 7:30 A.M.–4:00 P.M. EST (12:30 P.M.–9:00 P.M. GMT)**



**Andrew "Andy" Zatman**  
*Senior Customer Service Representative for Global Pharmaceutical Accounts*

Andy has been with USP for 23 years. Communication is his strong point, and he loves building a rapport with USP's customers and fulfilling their needs. In fact, he recognizes many regular customers by their voices. Over the years, Andy has memorized most of the Reference Standards catalog numbers and even customer numbers. This helps him process orders with great speed and accuracy.

**Contact: ASZ@usp.org**

**AVAILABLE 8:30 A.M.–5:00 P.M. EST (1:30 P.M.–10:00 P.M. GMT)**



**Español/English**

**Manuel Martinez-Jimenez**  
*Customer Service Representative*

Manuel joined the Customer Relationship Management Team in May 2006. Customer service has always been his preferred field because he likes to work with people and fulfill their needs. He has 10 years' customer service experience in the telecommunications industry and in government helping educate the public on consumers' rights and preventing identity theft.

**Contact: MMJ@usp.org; +1-301-816-8111, or 1-800-227-8772, Ext. 8115**

**AVAILABLE 9:30 A.M.–6:00 P.M. EST (2:30 P.M.–11:00 P.M. GMT)**



### Français/English

**Florence Clarke**  
*Customer Service Representative*

Florence, who began working for USP as a temporary employee in 2005, became a full-time staff member in 2006. Before joining our team, she spent 5 years as a Web site developer for a health technology company and more than 10 years as an administrative assistant. She also spent 2 years working for the United Nations in Geneva, Switzerland. Florence speaks conversational French and is fluent in English.

**Contact:** [FXC@usp.org](mailto:FXC@usp.org); +1-301-816-6826 or 1-800-227-8772, Ext. 6826

**AVAILABLE** 9:30 A.M.–6:00 P.M. EST (2:30 P.M.–11:00 P.M. GMT)



### Deutsch/English

**Sibylle Huffman**  
*Europe Shift Supervisor*

Sibylle began working for USP in September 2005 and speaks fluent German and English. Before joining our team, she honed her customer service skills for more than 3 years in the insurance industry in Germany.

**Contact:** [SYH@usp.org](mailto:SYH@usp.org); +1-301-816-8197, or Europe only 00-800-4875-5555, Ext. 8197

**AVAILABLE** 3:00 A.M.–11:30 A.M. EST (8:00 A.M.–4:30 P.M. GMT)



### Français/Deutsch/Luxemburgish/English

**Fabrice Narcel**  
*Customer Service Representative*

Fabrice, who began working for USP as a temporary employee, became a full-time staff member in September 2007. He brings to USP more than 10 years' experience in domestic and international customer service and sales. Fabrice speaks fluent French, German, Luxemburgish, and English. He enjoys communicating with customers worldwide, believing that you are never too old to learn about new cultures and traditions.

**Contact:** [FN@usp.org](mailto:FN@usp.org); +1-301-816-8111, or Europe only 00-800-4875-5555, Ext. 8111

**AVAILABLE** 4:30 A.M.–1:00 P.M. EST (9:30 A.M.–6:00 P.M. GMT)



### عربي/Italiano/English

**Abdalla Arifi-Osman**  
*Customer Service Representative*

Abdalla is a Customer Service Representative for our European customers. He began working for USP in August 2005 and works on the European shift. Abdalla speaks fluent Italian, Arabic, and English and comes to USP with more than 20 years of sales and customer service experience. He also has experience working in the Embassy of the United Arab Emirates in Washington, D.C., and has acted as an interpreter in numerous positions throughout his career.

**Contact:** [AA@usp.org](mailto:AA@usp.org); +1-301-816-8123, or Europe only 00-800-4875-5555, Ext. 8123

**AVAILABLE** 4:30 A.M.–1:00 P.M. EST (9:30 A.M.–6:00 P.M. GMT)



### 한국어 /English

**Ji-Yeoun Schumacher**  
*Customer Service Representative*

Ji-Yeoun came to USP in September 2006. She has approximately 5 years' experience teaching math, English, and ESOL (English as a Second Language) and serving as an English interpreter. Ji-Yeoun speaks fluent Korean and English.

**Contact: JBS@usp.org; +1-301-816-8460, or 1-800-227-8772, Ext. 8460**

**AVAILABLE 3:00 A.M.-11:30 A.M. EST (8:00 A.M.-4:30 P.M. GMT)**



### Hindi/Urdu/Bangla/Punjabi/English

**Surinder Singh**  
*Customer Service Representative*

Surinder became part of the USP Customer Service Team in October 2006. Before USP, he developed his customer relationship skills as a collections supervisor. Surinder also worked as a teacher for 5 years in India. He speaks English and several Indian dialects.

**Contact: SBS@usp.org; +1-301-998-6805, or 1-800-227-8772, Ext. 6805**

**AVAILABLE 3:00 A.M.-11:30 A.M. EST (8:00 A.M.-4:30 P.M. GMT)**