



The USP Customer Service Team receives, processes, and fulfills all orders for USP Reference Standards and publications. They develop specialized customer knowledge and build personal relationships to better understand and serve the needs of the USP customer.

All members can be contacted at:  
**custsvc@usp.org or 1-800-227-8772 (U.S. and Canada), +1-301-881-0666, or 00-800-4875-5555 (Select Europe).**

## Sibylle Huffman | Senior Director, Customer Experience, Customer Service



### Deutsch/English

Sibylle has more than 14 years of progressive customer service experience and has a demonstrated commitment to quality and customer focus. She holds a Certified Quality Improvement Associate certification and speaks fluent German and English.

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

**Available:** 7:00 A.M.–3:00 P.M. EST (12:00 P.M.–8:00 P.M. GMT)

## Henry Kummerfeldt | Manager, Customer Service



### Español/English

Henry joined the Customer Service Team to supervise the customer service shift serving U.S., Canadian and Latin American customers. He speaks Spanish and English fluently, and has more than 10 years of management experience in customer service and call center environments.

**Contact:** 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)

## Surinder Singh | Manager, Customer Service



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

Prior to joining USP, Surinder developed his customer relationship skills as a collections supervisor. He also dedicated five years of his life to teaching 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:** 4:30 A.M.–1:00 P.M. EST (9:30 A.M.–6:00 P.M. GMT)

## Abdalla Arifi-Osman | Customer Service Representative



### Arabic/Italiano/English

Abdalla comes to USP with more than 20 years of sales and customer service experience. He speaks fluent Italian, Arabic and English. His focus is on the European customer and he maintains hours to accommodate their needs.

**Contact:** 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)



## Nicole (Fuyu) Chang | Customer Service Representative



### 普通话/English

Prior to joining USP, Nicole worked as a Customer Service Professional for 2 years. She is well versed with Web Technologies. She speaks fluent Chinese, Mandarin and English.

**Contact:** NEC@usp.org; +1-301-816-8502 or 1-800-227-8772, Ext. 8502

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

## Irina V. Chiang | Senior Customer Service Representative



### Русский / English / 日本語

Irina has more than nine years of experience working in logistics, customer service, and international business in Russia, South Korea, Japan, and the U.S. She speaks fluent Russian and English, and conversational in Japanese.

**Contact:** IAC@usp.org; +1-240-221-4617 or 1-800-227-8772, Ext. 4617

**Available:** 5:30 A.M.–2:00 P.M. EST (10:30 A.M.–7:00 P.M. GMT)

## Florence Clarke | Customer Service Team Lead



### Français/English

Prior to joining USP, Florence worked as a website developer for a health technology company and as an administrative assistant. Additionally, she spent two years working in Geneva for the United Nations. She speaks conversational French and is fluent in English.

**Contact:** FXC@usp.org; +1-301-998-6826 or 1-800-227-8772, Ext. 6826

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

## Florence Clarke | Customer Service Team Lead



### English

Olivia has been with USP for more than 20 years. Her exceptional listening skills and experience in researching and troubleshooting contribute to her success in customer satisfaction.

**Contact:** OH@usp.org; +1-301-816-8206 or 1-800-227-8772, Ext. 8206

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

## Raquel Howell | Senior Customer Service Representative



### Español/English

Prior to joining USP Raquel worked in sales for an LED company handling Latin American accounts. She is also a certified translator and has many years' experience as an administrative assistant. She speaks fluent Spanish and English.

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

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



## Ruth Jourdain | Senior Customer Service Specialist



### English

Ruth joined USP's Customer Service Team in 2004. She has more than 25 years of experience in sales and customer relations.

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

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

## Heehyun Kim | Customer Service Representative



### 한국어/English

Heehyun has more than 3 years of experience in international logistics and freight forwarding positions. She speaks fluent Korean and English.

**Contact:** heehyun.kim@usp.org; +1-301-692-3624 or 1-800-227-8772, Ext. 3624

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

## Terri Markward | Senior Customer Service Specialist



### English

Terri has worked for USP for more than 25 years. Her problem-solving skills and patience are valuable assets to her customer service role. She believes high-level customer service calls for innovation and initiative, both of which she consistently brings to her work.

**Contact:** TAM@usp.org; +1-301-816-8107 or 1-800-227-8772, Ext. 8107

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

## De'An Owens | Customer Service Representative



### English

De'An Owens has more than 11 years of customer service experience. Prior to her current position at USP, De'An worked for a pharmaceutical company as a Benefits Verification Specialist. She is currently pursuing a bachelor's degree at Bethel University.

**Contact:** DNO@usp.org; +1-301-816-8116 or 1-800-227-8772, Ext. 8116

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

## Marcelle De La Rocha | Customer Service Representative



### Español/English

Prior to joining USP, Marcelle worked as a SAP System Administrator, Accounts Payable and Treasury Analyst and Senior Financial Analyst for energy and telecommunications companies. She is also certified bilingual in English and Spanish.

**Contact:** marcelle.delarocha@usp.org; +1-301-816-8243 or 1-800-227-8772, Ext. 8243

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

## Carolina Castillo Loria | Customer Service Representative



### **Español/English**

Carolina has more than 7 years Customer Service Experience. She worked in Compliance, as a Collections agent, and as a Sales Representative. She is bilingual in English and Spanish.

**Contact:** [carolina.castillo@usp.org](mailto:carolina.castillo@usp.org) +1-301-816-8537 or 1-800-227-8772, Ext. 8537

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

## Julie Smith | Senior Customer Service Representative



### **English**

Julie has been with USP for more than 20 years. She enjoys working with people, helping them problem-solve, and fulfilling their needs. She specializes in handling the complex procedures and paperwork related to the international export of controlled substances.

**Contact:** [JULS@usp.org](mailto:JULS@usp.org); +1-301-816-8164 or 1-800-227-8772, Ext. 8164

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

## Sheila Thorne | Customer Service Representative



### **English**

Prior to joining USP, Sheila worked as a Customer Service Manager. She also worked as a Legal Secretary in the law office. She holds the Licensed Notary Commission for Maryland.

**Contact:** [SQT@usp.org](mailto:SQT@usp.org); +1-301-692-3418 or 1-800-227-8772, Ext. 3418

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

## Concetta Papa | Customer Service Representative



### **German/Italian/English**

Concetta brings to USP more than 10 years of customer interaction experience. In her previous employment, she specialized herself in processing orders for critical shipments. She is fluent in Italian, German and English.

**Contact:** [concetta.papa@usp.org](mailto:concetta.papa@usp.org); +1-301-692-3288 or 1-800-227-8772, Ext. 3288

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