



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 | Director, 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)

Ji-Yeoun Schumacher | Supervisor, Customer Service



한국어/ English

Ji-Yeoun previously taught math, English and English as a second language, and has also served as an interpreter. She speaks fluent Korean and English.

Contact: JBS@usp.org; +1-301-816-8109 or 1-800-227-8772, Ext. 8109

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 | Customer Service Representative



Русский/English/한국어/日本語

Irina has more than five 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 Korean and 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)

Olivia Hebron | 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)



Keith Hill Sr. | Senior Customer Service Representative



Deutsch/English

Keith comes to USP with more than 10 years of relevant business experience in operations, human resources, as well as finance and accounting. He has worked for organizations such as Coca-Cola, Terremark Worldwide, Inc. and Bank of America. He is fluent in English and German.

Contact: KDH@usp.org; +1-301-816-8117 or Europe only 00-800-4875-5555, Ext. 8117

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

Raquel Howell | 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)

Rosa Riche | Customer Service Representative



Español/English

Rosa brings more than 20 years of experience to the USP Customer Service Team, having worked with an international customer base for a significant amount of that time. She is fluent in English and Spanish.

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

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

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; +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; +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)