



#WeAreViskoTeepak

## Marissa Gianakos: Customer Care Coordinator in Kenosha

**Marissa Gianakos is one of our newest additions to the Customer Care Department in Kenosha, Wisconsin. Kenosha is a place that Marissa knows well, as she is proud to be born and raised right in the heart of the city.**

**Marissa's family has always been important to her. She has two sisters, one brother, and a nephew, Thomas, who she loves to spend time with any chance she gets. Along with her importance of family, time spent with her boyfriend AJ is also meaningful to her. Together they enjoy each other's company by the beautiful Lake Michigan lake front, one of the many things Kenosha has to offer. Marissa also recently became a fur mom to a mischievous 6-month-old kitten named Stormi.**

### **Life before ViskoTeepak**

Marissa was employed at a Shell gas station with an attached Dunkin' Donuts before she began her journey with ViskoTeepak. She started as a regular crew member, but after being recognized for all her hard work, she earned her way up to the manager position. She was there for a successful ten years but soon realized she was looking for a change.

### **A new beginning**

After leaving the manager position at Dunkin' Donuts, Marissa was hired at ViskoTeepak and has worked here for just over a year. Marissa stated, "I believe ViskoTeepak is a great company to work for. I have had many positive interactions with employees, ranging from the production side to upper management." Upon reminiscing her time at ViskoTeepak thus far, she recalled, "my favorite memory would have to be training on the shirring machines. It's amazing to see the machinery at work and its ability to produce thousands of feet of casing per hour."

After a short while of gaining experience in the plant, Marissa applied through an internal job posting for a customer care coordinator, the position that she holds today. As a customer care coordinator, Marissa's daily job is to assist new and existing customers with many different needs. Those may have included but are not limited to placing new orders, tracking current orders, checking on product availability, and sampling products.

Marissa is grateful for all the lessons she has learned in the past year and the different employees she has had the pleasure of working with. "ViskoTeepak has taught me what the actual definition of teamwork is. I am so happy to be a part of this team."

### **Something you didn't know**

When Marissa is not working or spending time with her family and friends, she has many other passions, including reading and art. "Not many people know that I love reading. If I am not distracted, I can easily read a 500-page book within two days. I also really love all forms of art. I was in an art club while in school and have had a few of my projects in local art shows."

**One of my favorite things to do is spend time with my boyfriend & nephew.**

