

# MEMO

To: All Representatives and Customers

From: John Finnegan, Director

Date: September 15, 2021

Re: Direct Dial System Launch, NB Accountability Chart

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Hello Team!

Noise Barriers (NB) has recently launched a new Comcast VOIP direct dial phone system. As you know NB just recently moved into a new office and we have been working through many issues to enhance and improve methods of communications. With this latest direct line access, coupled with NB integrating our staff into an interactive role with the customers, we are hoping to greatly improve ease of communications and faster response times. We have been testing the system for only a brief time, so you may experience a glitch or two before all is streamlined.

Shari will continue to handle the NB office main lines and will have the ability to improve message transferring and responses. We will continue to have someone available to answer the main line numbers throughout the business day from East to West Coast.

See Direct Line Access Numbers for all NB Staff attached.

In conjunction, to help better understand responsibilities for everyone and not just a "name", so to speak, we are attaching the most recent accountability chart for Noise Barriers. A clear tool for our customers to completely understand where accountability lies.

Please print this document(s) to access the person you need and that is best suited to handle your needs.

Thanks !!

# PHONE DIRECTORY

First Name	Last Name	Department	Direct Dial	Cell
<b>ENGINEERING</b>				
Justin	Malohn	Engineering Mgr	847-604-3885	
Brian	Soto	Engineering	847-604-3883	
Cori	Uramkin	Engineering	847-604-3891	
Jesus	Sanchez	Engineering	847-604-3882	
Lisandro	Sanchez	Engineering	847-604-3889	
Mark	Herdman	Engineering	847-604-3896	
Mark	Michalec	Engineering	847-604-3888	
Rizwan	Hussaini	Engineering	847-604-3879	
<b>PROJECT MANAGEMENT</b>				
Linsey	Moore	Sr Project Manager	847-604-3893	
Kris	Barnebey	Project Manager	847-604-3887	
<b>SALES</b>				
Shari	Soquet	Sales Support Specialist	847-604-3880	224-577-8688
James	Thomas	Mid-West Sales Mgr	847-604-3886	847-899-7169
Karl	Lee	OEM & Natl Accts Mgr	847-604-3890	847-544-6369
Salvador	Marquez	Mid-East Sales Mgr (all K&W)	847-604-3884	815-814-8339
<b>OTHER</b>				
John	Finnegan	Director	847-604-3881	630-885-7508





# NOISE BARRIERS

# ACCOUNTABILITY MATRIX

