

Contacting Ruskin® is Faster and Easier

To provide our customers with faster response times, the Ruskin® customer service, and Inside Sales teams have combined forces to leverage synergies. Our customers will notice immediate improvements that will continue as cross-training occurs. We will maintain hunt group voicemail boxes for each product category as we work to improve efficiencies. If a call is received when all lines are busy or after hours, voicemail is captured, and an email alert is sent to the teams to notify them that follow-up is needed.

Ruskin Home office - Grandview, MO

Automated Attendant	816-761-7476
---------------------	--------------

NEW MENU OPTIONS:

- If you know the **4-digit extension** of the person you are trying to reach, **press 4.**
 - Please enter the extension of the person you are trying to reach now.
- For **Technical Sales and Customer Service**, **press 1.**
 - For Commercial, Life Safety, Air Measuring, and Industrial Products, **press 1.**
 - For Louvers and Architectural Products, **press 2.**
 - For Customer Service, **press 3.**
- If you are an **OEM** customer, **press 3.**
- If you are a **Temperature Control** contractor, **press 2.**
- If you need **Pricing Software** Support, **press 5.**

Department Managers

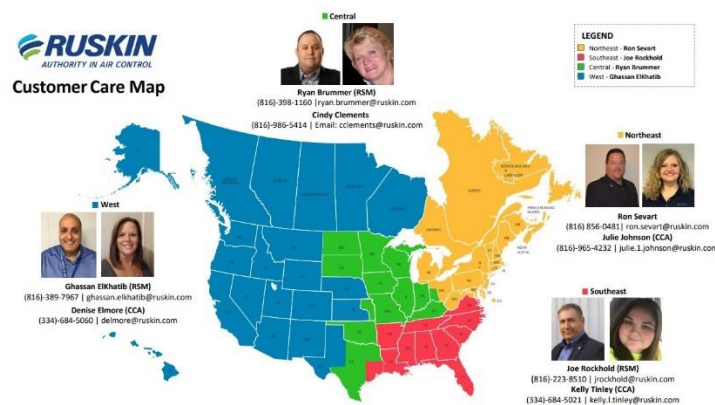
Shari Jester	Sr. Manager – Customer Service & Order Entry	816-534-1741
Jesus Ahmed Rodriguez	Inside Sales Manager – Project Management	816-560-3075
Kevin Ringer	Inside Sales Manager - Air Control Solutions & OEM	816-654-4588
Monica O’Neal	Inside Sales Manager -Louvers & Reliable brand products	913-948-2628
Mark W Bronson	Field Service Manager	816-548-9638
Chris Thorup	SDA - Sales Pricing Analyst	816-965-4331

Customer Care and Product Support Hunt Groups

The best way to reach the next available person for quick answers and support.

<u>Customer Care</u>	Follow up on order status, changes, return goods, credits, etc.	816-986-5496
<u>Inside Sales</u>	Commercial, life safety, Industrial, AFMS and related products	816-986-5499
<u>Inside Sales</u>	Louvers, and Architectural products	816-986-5494

[Download Regional Sales Manager and Customer Care Advocate Map](#)



Regional and National Sales Managers

<u>Ron Sevart</u>	Regional Sales & Applications Manager - USA (NE)	816-965-4206
<u>Ryan Brummer</u>	Regional Sales & Applications Manager - USA (CEN)	816-398-1160
<u>Ghassan Elkhatib</u>	Regional Sales & Applications Manager - USA (W)	816-389-7967
<u>Joseph Rockhold</u>	Regional Sales & Applications Manager - USA (SE)	816-223-8510
<u>Jim Smardo</u>	National Sales Manager - Louvers and Architectural Sales	816-728-0173

Regional Customer Care Advocates

Email: cs@ruskin.com Direct: **816-761-7476** Option 4, then 4-Digit Extension

<u>Cindy Clements</u>	Customer Care Advocate – USA (CEN)	Ext 5414 816-585-7268 cell
<u>Julie Johnson</u>	Customer Care Advocate – USA (NE)	Ext 4232 816-401-3982 cell
<u>Denise Elmore</u>	Customer Care Advocate – USA (W)	Ext 5140 334-867-0959 cell
<u>Kelly Tinley</u>	Customer Care Advocate – USA (SE)	Ext 5141 334-867-0852 cell

Customer Service/Order Entry

Email: cs@ruskin.com Hunt Group: **816-986-5496** (Contact next available support person)

Direct: 816-761-7476 Option 4, then 4-Digit Extension

<u>Margaret Campos</u>	Order Processing Representative	Ext 5441
<u>Mary Lohkamp</u>	Order Processing Representative	Ext 4208
<u>Susan Burge-Boeh</u>	Order Processing Representative	Ext 5142
<u>Desirae Metcalf</u>	Order Processing Representative	
<u>Erin Ortiz</u>	Order Processing Representative	Ext 5108
<u>Bryon Boeh</u>	Order Processing Representative	Ext 5109

Inside Sales Support - Air Control Solutions and Direct Sales Channels

Email ACS-sales@ruskin.com Hunt Group **816-986-5499** (Contact next available support person)

Direct: 816-761-7476 Option 4, then 4-Digit Extension

<u>Shawn Henry</u>	Inside Sales Supervisor	Ext 4340 816-377-1736 cell
<u>Carrie Hanlen</u>	Sales Applications Engineer (Rep Channel)	Ext 4254
<u>Nancy Janssens</u>	Sales Applications Engineer (Rep Channel)	Ext 5112
<u>Kyle Tinsley</u>	Sales Applications Engineer (Rep Channel)	Ext 5113
<u>Joseph Liu</u>	Sales Applications Engineer (Rep Channel)	Ext 4325
<u>Grant McLaughlin</u>	Inside Sales Representative (Rep Channel)	Ext 5121
<u>Don Kite</u>	Account Representative (OEM Channel)	Ext 4366
<u>Angela Lynn</u>	Product Application Specialist (OEM Channel)	Ext 5120 816-506-9447 cell
<u>Cassandra Lee</u>	Inside Sales Representative (OEM Channel)	Ext 5123 816-384-6918
<u>Laura Denkler</u>	Product Application Specialist (TC Channel)	Ext 4307 816-441-2402 cell
<u>Angela Shipp</u>	Inside Sales Representative (TC Channel)	Ext 5455 816-223-2761 cell
<u>George Lagis</u>	New Product Sales Manager (TC Channel)	816-965-4202 desk 816-535-7656 cell

Sales Solutions Engineers (Subject Matter Experts)

David Connell	Sales Solutions Engineer - Commercial and Industrial	816-965-4210 desk 913-594-1108 cell
Romario Dyke	Sales Solutions Engineer - Airflow Measurement	816-965-4205 desk 816-606-8308 cell

Inside Sales Support – Louver products

Email Louversales@ruskin.com Hunt Group **816-986-5494** (Contact next available support person)

Direct: **816-761-7476** Option 4, then 4-Digit Extension

Jennifer Reed	Inside Sales Lead (Rep channel)	Ext 4218 816-206-1265 cell
Marcela Berrocal	Sales Applications Engineer (Rep Channel)	Ext 5471 973-800-4879 cell
Kathryn Mauldin	Sales Applications Specialist (Rep Channel)	Ext 4244 816-266-0032 cell
Heidi Oswalt	Product Applications Specialist (Rep Channel)	Ext 4277 816-518-2288 cell

Inside Sales Support – Reliable brand

Email mailto:sales@reliablelouvers.com Direct: **1-800-624-3914 Option 1**

Dorothy Thomas	Inside Sales Manager (Reliable)	334-684-5061 desk 334-360-0160 cell
James Drake	Inside Sales Lead (Reliable)	334-684-5018
April Sloan	Sales Applications Specialist (Reliable)	334-684-5045 desk 334-449-5174 cell
Christi Fillingim	Sales Applications Specialist (Reliable)	334-684-5036 desk 334-723-5850 cell
Zachary Dodson	Sales Applications Specialist (Reliable)	334-684-5056 desk 334-449-6030 cell

RRS Sales - ERVs & Diffusers

Email sales@rooftopsystems.com

Craig Tey	Account Representative	972-354-7534
---------------------------	------------------------	--------------

Project Management Team

<u>Jesus Ahmed Rodriguez</u>	Inside Sales Manager – Project Management	816-986-5428 desk 816-560-3075 cell
<u>Sara Tinsley</u>	Project Manager	816-986-5439 desk 816-206-3962 cell
<u>Shelby Titus</u>	Project Manager	816-986-5410 desk 816944-7638 cell
<u>Andrew Zuiss</u>	Project Manager	816-986-5464 desk 816-516-9944 cell
<u>Andy Orton</u>	Project Manager	816-965-4334 desk 816-401-5075 cell
<u>John Anders</u>	Project Manager	816-214-0804 cell
<u>Nathanael Satterlee</u>	Project Manager	620-215-0720 cell

Product Management

<u>Mike Coyazo</u>	Product Manager - Commercial & Life Safety Dampers	816-965-4378 desk 816-520-7254 cell
<u>John Rellihan</u>	Product Manager - Industrial & Life Safety Dampers	816-634-3357 cell
<u>John Haukap</u>	Product Manager - Air Measuring Solutions	816-965-4321 desk 816-214-3619 cell
<u>Cody Thompson</u>	Product Manager - Software	816-986-5437 desk 816-832-9849 cell

Engineering Department Leaders

<u>Jeff Beneke</u>	Product Engineering Manager	816-965-4233 desk 816-406-5184 cell
<u>Arla Beneke</u>	Louver Drafting Applications Supervisor	816-965-4372 desk 816-535-6795 cell
<u>Jimmy Welch</u>	Engineering Program Application Specialist	816-965-4238 desk 816-582-1491 cell
<u>Cody Massar</u>	Louver R&D Engineering Supervisor	816-965-4353
<u>Doug Maust</u>	Rules Engineering System Manager	816-986-5450
<u>Park Wood</u>	R&D Lab Supervisor	816-965-4249

Post-Sale Quality and Field Service

<u>Mark Bronson</u>	Field Service Manager	816-965-4245
<u>Dan Becker</u>	Field Service	816-965-4236

Marketing Team

<u>Garry Bryant</u>	Marketing Manager	816-841-1351
<u>Emma Barnhart</u>	Senior Marketing Specialist	816-986-5468
<u>Tessa Belknap</u>	Product Marketing Specialist	816-986-0618