



CUSTOMER  
**SERVICE  
& SALES**  
SUPPORT

**AMERICAS T&M TEAM**



## Director



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## Managers



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*Order Administration &  
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## Coordinators



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*CS for CSR*

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**Elisabeth Peixoto**

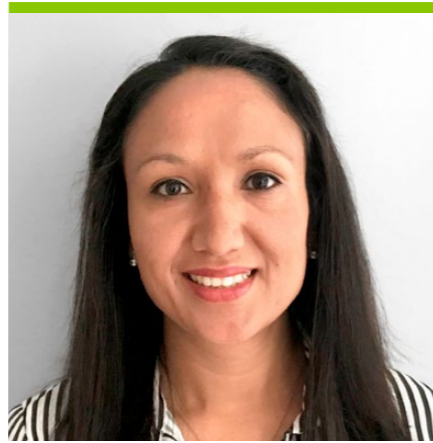
*CS for Agents*

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Ext.: 23422

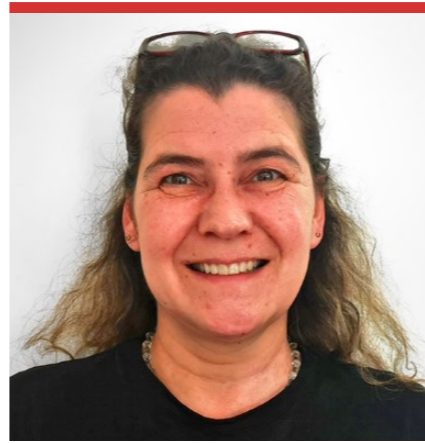


Tasks:

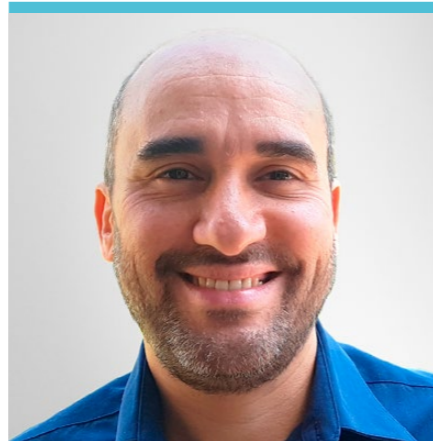
- › Tender information
- › Quote preparation
- › RFQ
- › Pricing



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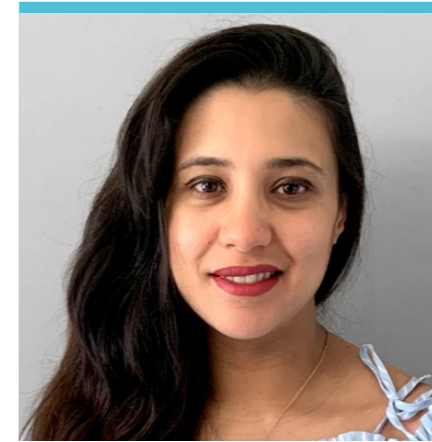
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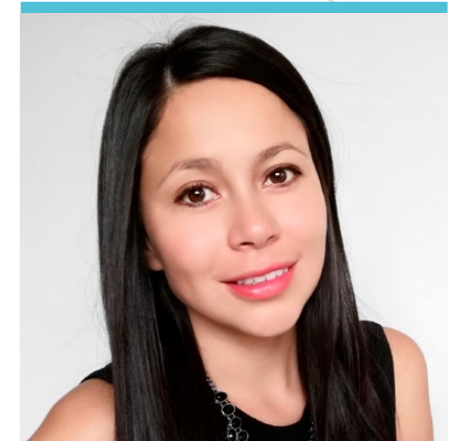
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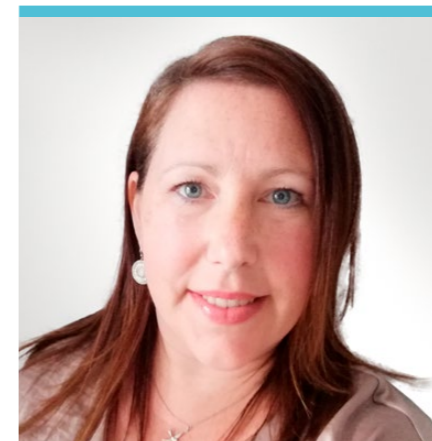
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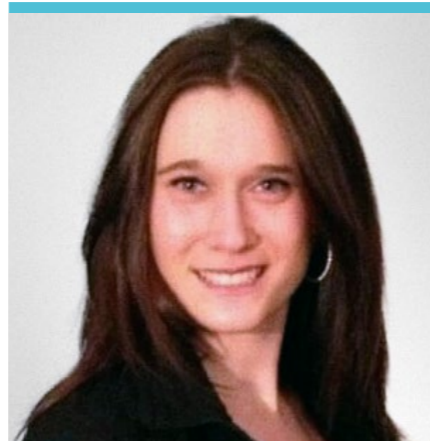
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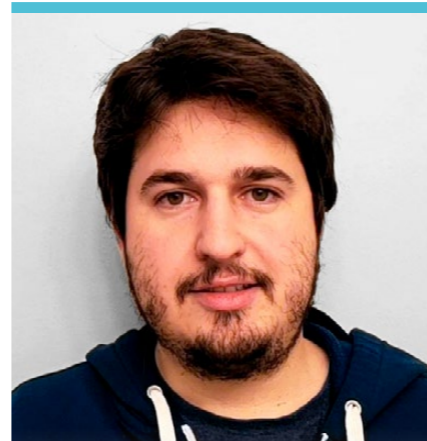
- LATAM
- CANADA
- CANADA+LATAM
- USA
- WORLDWIDE

Tasks:

- › Order administration
- › Customer interfacing and communication
- › Support timely delivery



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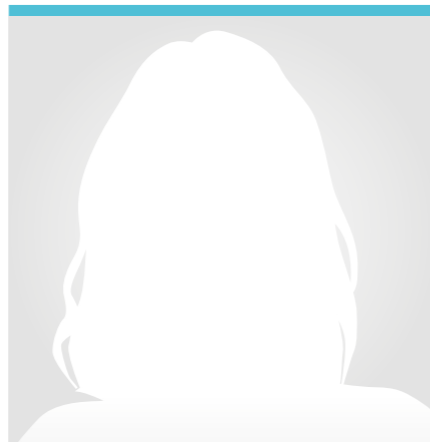
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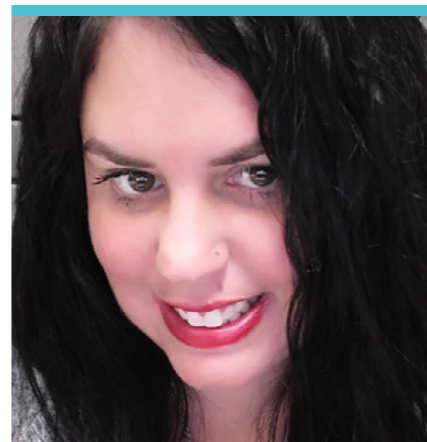
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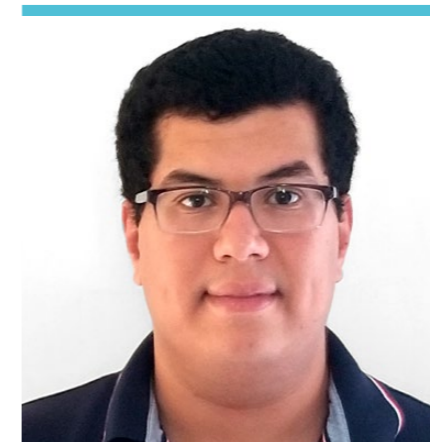
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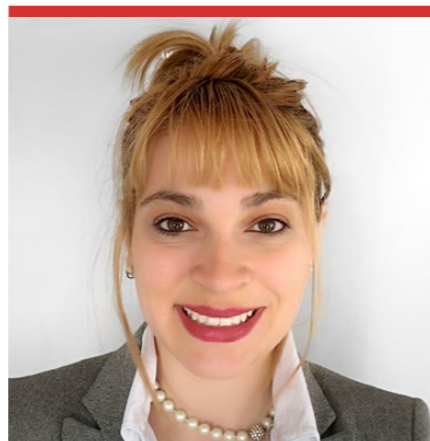
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# RMA

## Tasks:

- › Process RMAs
- › Liaise with customer and partner
- › Process purchase orders
- › Ship repaired/calibrated units



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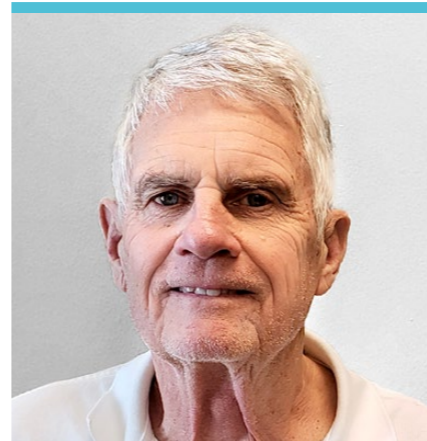
# Demo

## Tasks:

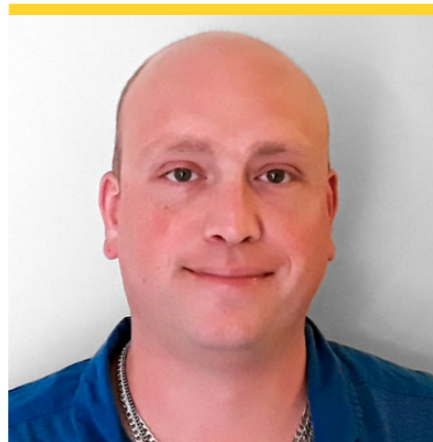
- › Manage demo requests
- › Global inventory and shipping of demo units
- › Manage and inform on unit availability



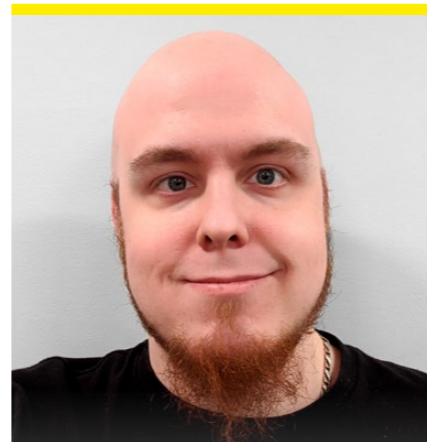
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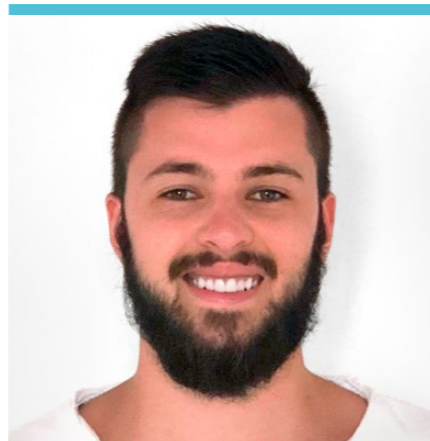


# Agents & Admin Assistants

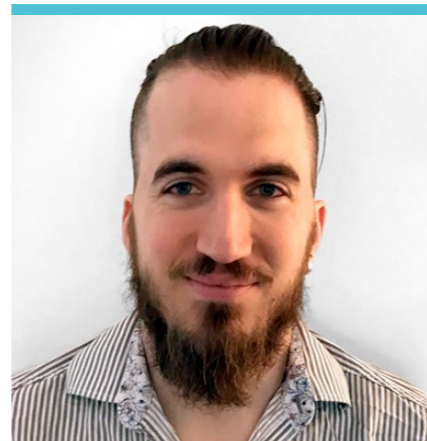
## AGENTS

Tasks:

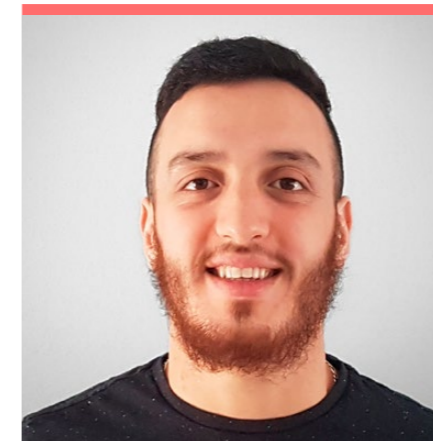
- › Order entry
- › Credit card orders
- › CSR support



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## ADMIN ASSISTANTS

Tasks:

- › Supplier questionnaire
- › Statistics and reporting
- › Rep. commission



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**Elodie Niakpa**  
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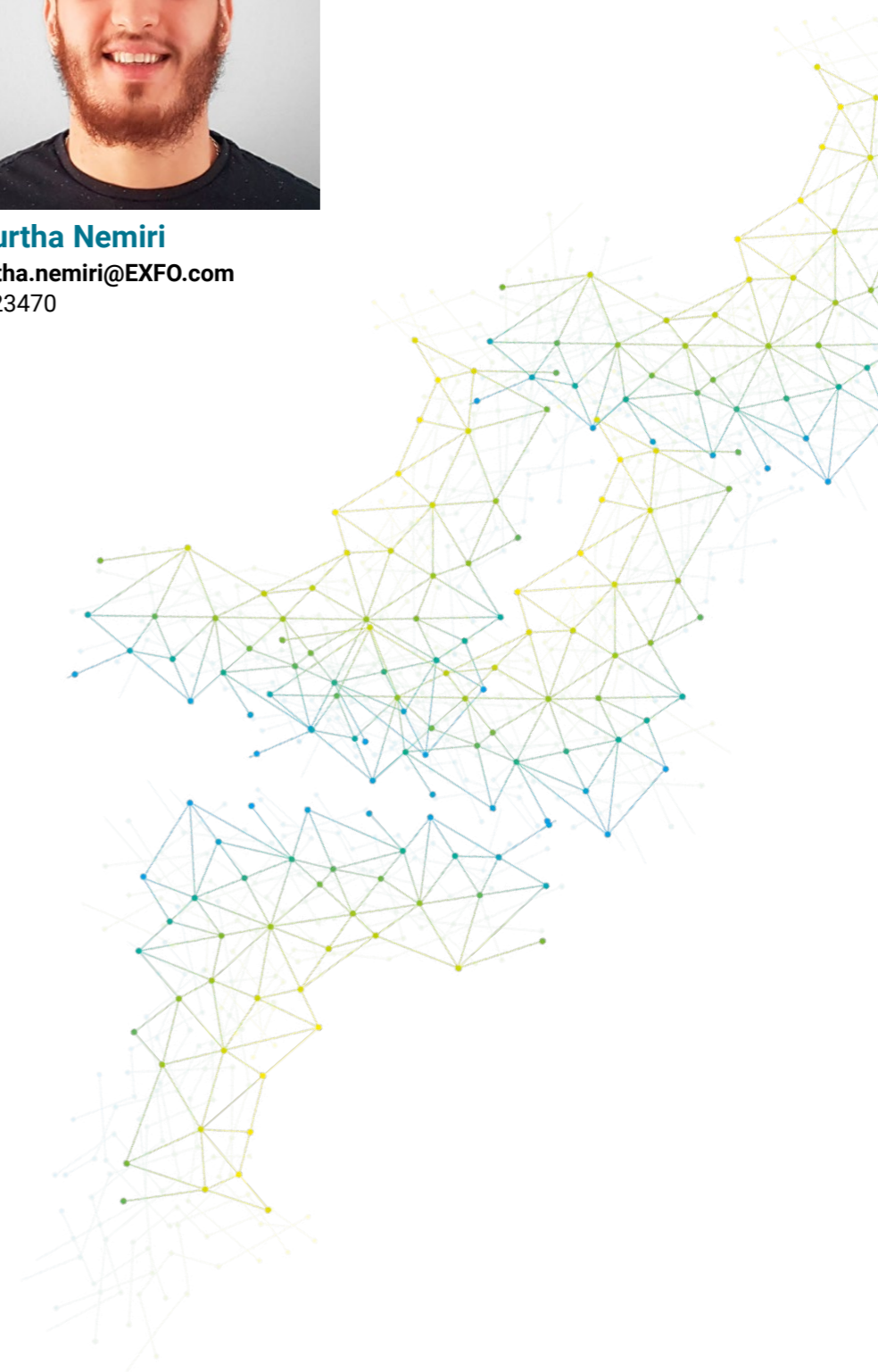
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Registration [To register your own RMA](#)

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[www.EXFO.com/how-to-buy](http://www.EXFO.com/how-to-buy)

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# Need assistance?

We're here to help you take care of your customers.