

Interview



Nadia FARHI

Tell me about yourself?

I come from Morocco where I studied to get my degree in literature. For personal reasons, I moved to the United States about ten years ago. Since then, I have enjoyed working in Customer Relations departments. I joined Vision numeric in July 2007 and enjoy my job and the team every day I come to the office.

What experience do you have in this field?

As a Customer Service Manager, I have a natural easiness to communicate and to address questions. My position requires rigorous organizational skills, crucial where I am under a lot of incoming calls to deal along with dongles and licenses management. Also, working in a small environment keeps us very busy and it fills my days very well.

What brought you to work with us?

The funny part of the story is that I met my boss and his wife at the 2007 Bastille Day party and I realized that he had an opening at Vision numeric. After checking the Type3 website, I think that I have been seduced by this artistic design software environment. Though I still don't wear any jewelry today!

Tell me about the most fun you have had with us?

One Friday morning, as Kamal (my boss) was setting up his booth on a local jewelry trade show, I had to rush there to deliver a box of brochures. On my way to the convention center I hit a ... police car! I eventually arrived at the trade show more than one hour late and Kamal was no longer waiting for me and he was not answering his cell phone. I had to find a way to get into the show ... without any registration badge. I spent about half an hour negotiating with the exhibition people and none of them would let me in. I then decided to talk to the security people until someone behind me tells me "I think that you forgot your driving license". I turned around: it was the policeman with whom I had a car accident. We then had a good 5-minute laugh about the story and he eventually walked with me in the show so I could deliver the box of brochures.

What is your next big challenge?

Customer Satisfaction has always been our number one priority. With more products and more customers and partners, it is time to modernize our processes and I have a feeling that long days are coming up soon once we acquire new CRM technology.