

### *New KS/MO Territory Manager eager to be on the job*

Skarda Equipment Company Territory Manager Matt Hopken has only been on the job for a little more than a month, but he is looking forward to getting out into the field and meeting with customers.



“I am happy to have a customer base of 120. I should be able to really get to know everyone,” Hopken said. “What I most look forward to is building close relationships with customers. That is a major thing that attracted me to this position. I will work to provide customers with unique solutions. I take a driven interest in solving their needs.”

Hopken comes to Skarda Equipment after more than three years as a regional sales manager for a valve company and ten years as a project manager with a plumbing company. He also has taken classes in construction management and industrial distribution. Hopken believes all of these previous experiences will help him find those custom solutions needed by

his new customers.

Matt grew up in Deshler, Nebraska and lived in the land of the Huskers until a fateful airplane flight, where he met his now girlfriend, Melissa. During a first date at the Harry Carey’s restaurant in the airport, they hit it off. The following week’s business trip took Matt to Melissa’s hometown of Kansas City. It was only a matter of time before Matt found a job that moved him to Kansas City. Matt may have given up his home state for love, but he certainly hasn’t given up his beloved Huskers. Go Big Red!

In his spare time, Matt is also an avid biker, but not the motorcycle variety. He picked up bicycling two years ago, after his doctor urged him to find an activity to help improve his health. His first ride out, he went a mile. Currently he is preparing for a 150 mile trip, to be completed in one weekend. Matt rides his bike on a nearly daily basis, usually aiming to complete 75 miles per week. While spending time in Skarda’s Omaha office, Matt was eager to check out local area trails and the famous Taco Ride on the Wabash Trace Nature Trail in western Iowa.



Matt is ready to apply some of his bike riding skills to his new role as a territory manager. It’s not uncommon for bike riders to experience startling falls, sudden flat tires, and other obstacles. Just as he is equipped for the unexpected while riding, Matt Hopken is prepared and ready to aid his customers in the northeast Kansas and northwest Missouri areas.

## Customer Support Team: Connie Sylvester & Roger Lowe



When customers call and reach Connie Sylvester, they will definitely receive outstanding service, but stay on the line long enough and you could get a good recipe, too. Sylvester, who has worked in customer support for six years loves to cook, watch the Food Network, and experiment with food in her kitchen. While she won't name a favorite dish for herself, she enjoys serving up family favorites like Japanese curry, Miso soup, and Asian tacos (a delicious concoction of pork roast served in lettuce wraps with a spicy soy sauce).

Connie enjoys her work in the customer support department, which handles a wide variety of customers who may not work with one of Skarda's territory managers. She said she appreciates that she gets to speak to so many people and likes how she can build relationships with the different distributors.



Helping customers solve problems over the phone is no easy task, but customer support specialist Roger Lowe has been fielding calls and finding solutions for over fifteen years. Lowe said he enjoys the challenging technical aspect of his job because a lot of customer support work involves helping smaller companies and individuals with very specific needs who might not necessarily know what parts they need.

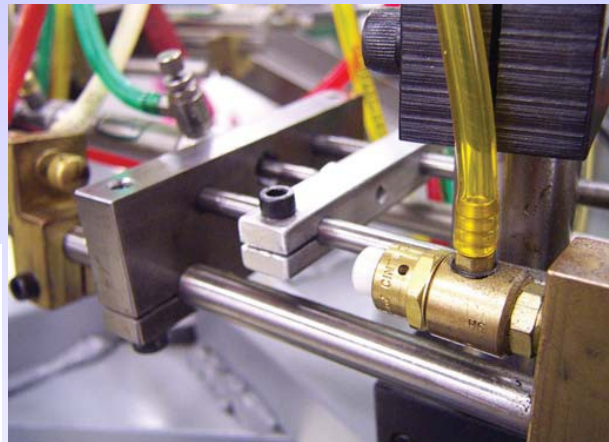
Roger has a wide range of interests including scuba diving, motorcycling, and landscape photography. He also is a movie buff, enjoying a little of everything, but he especially enjoys science fiction, with *2001: A Space Odyssey* a particular favorite. Roger has four grown children and has lived in the Omaha area for 35 years. Customers calling in to the Omaha office can be sure that Roger Lowe will help provide solutions to your motion control needs.



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Craftsmanship, and **Experience.**



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