

Rapiscan Systems

Customer Service Escalation Chart & Contact List

Escalation Process : If you do not get a response within 2 hours, please escalate to the next Level.

| Level / Name | Phone | Email | Role |
|---|---|--|---|
| Level 1 : Customer Service Call Center | 888-258-6684 Option 2 for Customer Service | customerservicecallcenter@rapiscansystems.com | Creates work requests , status work orders, quoting, Technical Support Desk, etc. . |
| Level 1-1 : Call Center Manager Brian Gonzalez | Phone - 310-349-2467 Mobile - 424- 398-2484 | bgonzalez@rapiscansystems.com | Oversees Customer Call Center and Technical Support. Assist to resolve escalations. |
| Level 2 : Service Project Manager Cindy Annulli | Phone 310-349-2452 Mobile 424-350-8710 | cannulli@rapiscansystems.com | Manage and Oversee Service components of the Project / Program , including Escalations. |
| Level 2-1: Technical Account Manager Megan Jaramillo | 404-201-0828 | MJaramillo@rapiscansystems.com | In-Field Technical Expert working with PM to support. |
| Level 3 : Regional Commercial Leads : East : Leonard Alamonte Central : Eric Graham West: Sam Williams | Leonard : 305-898-3174 Eric : 404-216-7868 Sam : 305-987-1347 | LAlmonte@rapiscansystems.com / EGraham@rapiscansystems.com / SWilliams@rapiscansystems.com | Oversees Regional Field Service Team. |
| Level 3-1: Director Customer Service Americas Kurt Kastner | 480- 250-7795 | kkastner@rapiscansystems.com | Oversees Americas Field Service group. |
| Level 3-2: Director Service Operations (Call Center) Ray Pierce | 310- 251-1748 | RPierce@rapiscansystems.com | Oversees Service Call Center |

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| Level 4 : Director of Customer Experience Christina Young | 978.933.4383 | cyoung@rapiscansystems.com | Oversees Customer Experience Team for the Americas |
| Level 4 -1: Executive Service Director of Americas & Global Training Isabella Rios | 310-529-4908 | irios@rapiscansystems.com | Oversees Service and Training for the Americas |
| Level 5 : Vice President, Global Service Operations Terry Patterson | 310-355-2838 | tpatterson@rapiscansystems.com | Oversees Global Service Operations. |