

INTERVIEW SECOP USA (USS)

SECOP

Customer Service at Secop Group

Atlanta – USA, September 17, 2025

Interview with Cinthia Debatin – Customer Service Representative, Secop Inc.



What are some key steps we take to ensure customer satisfaction at Secop?

I try to understand customers' needs and expectations, giving them a good service that impacts their satisfaction. By giving them good customer service, I build very good relationships and trust.

As I represent Secop, I cannot let our customers down with weak or unfounded answers. Therefore, I give them advice with reasonable solutions. It would be disrespectful not to give them the support they need and are entitled to.

I coordinate issues such as lead times, negotiating delivery dates with our factories in SKS and/or CNS, and mediating between them and customers.

Tell us about positive feedback received from customers.

I used to occasionally receive scorecards from one customer or another, but it seems they are no longer used. What I keep getting are compliments from customers in their regular emails for my strong support and timely help.

Some specific customers appreciate my response and support for their needs with my outstanding and professional service more than others.

Describe a recent situation where you successfully resolved a challenging customer issue.

What strategies did you employ?

A customer got an opportunity to increase his productivity and requested higher demand. For this, they needed our help to expedite production in our factory. After reaching out to CNS, we got great support from our Chinese team by advancing production for several models and being able to airfreight the shipments to USS. We made sure to keep that client informed with realistic timelines during the process.

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Secop is the leading expert in advanced hermetic compressor technologies and cooling solutions for commercial refrigeration. We develop high-performance stationary, medical, and mobile cooling solutions for major international manufacturers.

Secop is the best choice for cutting-edge hermetic compressors and electronic controls for light commercial and DC-powered refrigeration applications. With over 1,000 employees worldwide, Secop has production sites in Slovakia and China and has research centers in Germany, Slovakia, China, and the USA, including a dedicated Motor Competence Center (MCC) for electronics and motor control development.