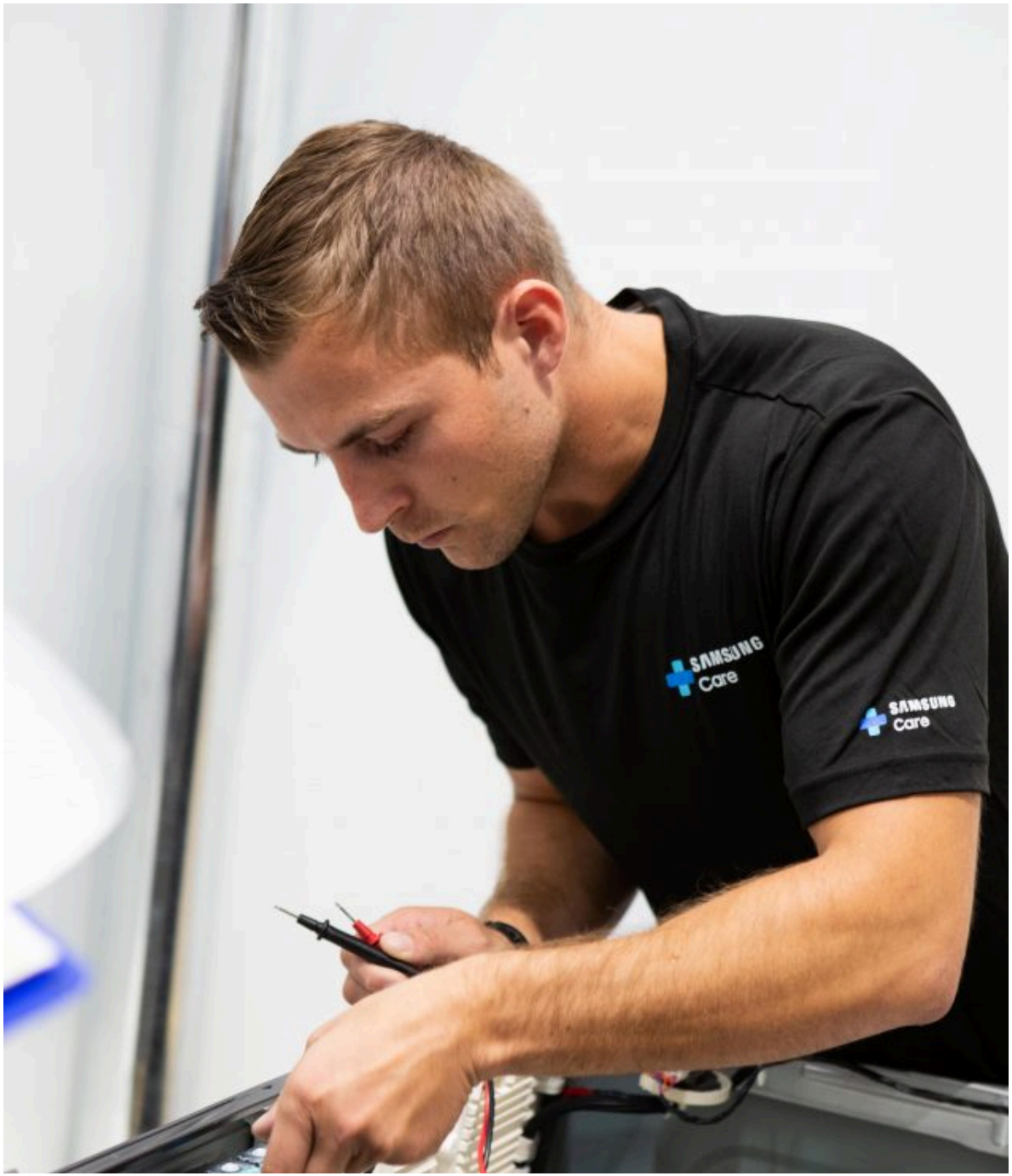
Corporate

Samsung Customer Care Hosts First-Ever National Skills Competition

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A master-level branded engineer competes in the Samsung Skills Competition 2019 to ensure their knowledge remains on track with the rapidly evolving pace of technology and the needs of Samsung's customers.

On September 19-20, 2019, Samsung Electronics America's Customer Care division hosted the first annual **Skills Competition 2019** in its Samsung Technical Training Center (STTC) in Little Ferry, N.J. The objective of the challenge was to design a five-star customer experience for master-level branded engineers with a focus on speed, quality, and satisfaction – the cornerstone of Samsung's customer care efforts.

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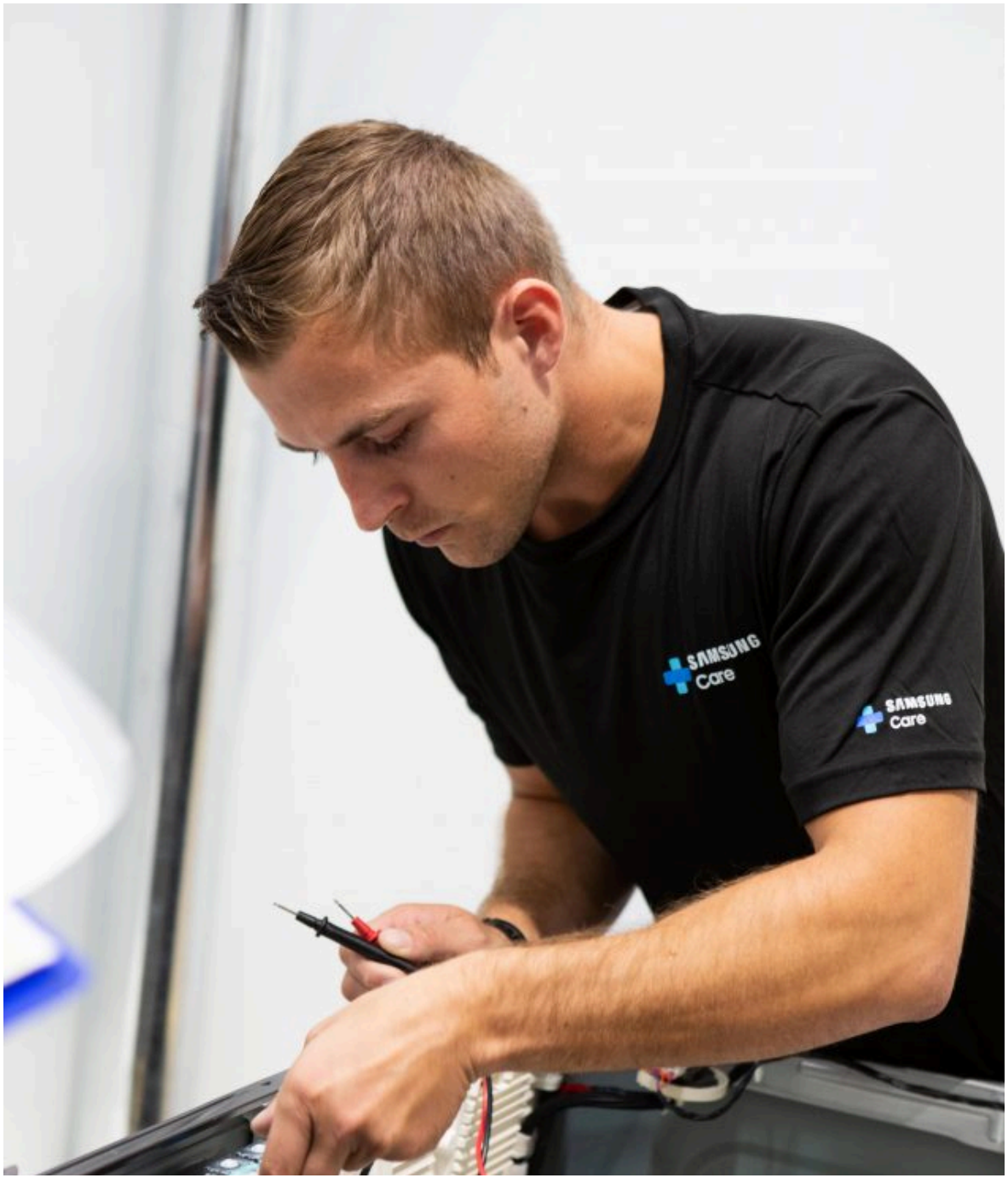
Samsung's Skills Competition 2019 finalists at the opening ceremony with Samsung Electronics America Customer Care leaders (l-r): Michael Lawder, SVP of Customer Care; Steve Kim, Vice President of Customer Care; and Chris Kim, Vice President of In-Home Service.

Twenty national finalists – who were selected based on their exceptional repair and customer satisfaction rates – converged upon STTC for a roundtable seminar and new product training, which included Samsung's new slate of smart home appliances and an extensive Internet of Things (IoT) product overview. For the individual skills competition, 15 semifinalists were asked to diagnose, troubleshoot and repair Samsung's award-winning, technically advanced and beautifully designed front load washers and French Door refrigerators – all the while learning to communicate with customers more effectively.

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YH Eom, President and CEO of Samsung Electronics North America, shared an inspiring video message conveying how Samsung prides itself on creating groundbreaking products and services that enhance customers' lives and offer a premium experience. Eom also emphasized delivering the highest standards of customer care and extending the lifecycle of Samsung's technology is paramount to that experience.

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Nicholas Webert, Samsung Electronics America's Director of Product Training; Chris Kim, VP of In-Home Service; Christian Ross of Ross Technology Solutions (2nd place winner); Jonathan Cope of Telco Electronics (1st place winner); Rogel Negron of Appliance Repair Center of Maine (3rd place winner); and Joe Stinziano, Executive Vice President of Samsung Electronics America's Consumer Business division at the Skills Competition awards ceremony.

Nicholas Webert, **Director of Product Training for Samsung Electronics America**, and **Chris Kim**, **VP of In-Home Service**, guided the engineers along their journey in the two-day competition. **Joe Stinziano**, **Executive Vice President of Samsung Electronics America's Consumer Business division**, was present for the awards ceremony to hand out top honors to the following:

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Jonathan Cope of Telco Electronics (1st place), **Christian Ross** of Ross Technology Solutions (2nd place) and **Rogel Negron** of Appliance Repair Center of Maine (3rd place). The branded engineers received plaques to commemorate the inaugural event; prizes based on finisher level like the Samsung Galaxy S10, the Samsung Galaxy Watch, the Samsung QLED 4K TV, and a new tool bag; and an all-expenses-paid trip to Korea for a factory and training center tour.

Customer Care has plans to host the Skills Competition annually to create an even more informed ecosystem of expert branded engineers to ensure the highest Samsung customer satisfaction. Congratulations to the winners and best of luck in the field!

TAGS

Samsung Care, Samsung Skills Competition, Samsung Technical Training Center (STTC), Young Hoon Eom

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