



Client: KOBELCO
Agency: InQuest Marketing
Contact: Jennifer Hennion
Phone: 908-459-0101 x 412
E-mail: jennifer.hennion@inquestmarketing.com

For Immediate Release

**KOBELCO Construction Machinery USA
Expands Customer Service Department, Hires Karla Rodriguez**

Houston, TX –KOBELCO Construction Machinery USA is pleased to announce the expansion of their customer service department with the hiring of Karla Rodriguez. An experienced service professional, Rodriguez will join the company as a Data Entry Specialist to assist in delivering KOBELCO’s promise of leading customer service.

In her new role, Rodriguez will be responsible for processing parts orders and invoicing, generating prompt correspondence with KOBELCO dealers and customers and for maintaining accurate records of all communications. In addition, Rodriguez will answer incoming phone calls and respond to customer inquiries to ensure ongoing customer satisfaction.

As KOBELCO regains market share in North America, well-qualified personnel such as Rodriguez are critical to the company’s success. “Karla has an abundance of experience in effectively providing quality customer service,” states Eric Hoffman, National Parts Manager for KOBELCO. “Her expertise will be essential in our efforts to provide our customers and dealers with quick turnaround times on their parts orders.”

KOBELCO Construction Machinery USA is dedicated to producing a full range of crawler excavators in the 3,000 lb. to 180,000 lb. classes for the rental, landscape, construction, aggregate, roadbuilding, material handling, site preparation, recycling and ancillary markets, including zero tail swing, standard, long-reach and compact models. KOBELCO is well-known worldwide as excavator



perfectionists for its steadfast focus on improving and enhancing its singular line of products. KOBELCO machines are well-known for their advanced technologies, including an innovative noise and dust reduction system, advanced hydraulic circuitry for reduction of pressure loss and superior fuel efficiency.

For more information on KOBELCO Construction Machinery USA or KOBELCO products, please visit www.KOBELCO-USA.com or call Jennifer Hennion of InQuest Marketing at 908-459-0101 (412).

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