

Toni Walden – Our Newest Customer Service Representative

For this issue of Connections we are interviewing Toni Walden our newest MiTek Builder Products family Customer Service Representative. Toni works out of our Largo Florida manufacturing plant.



Her typical business day consists of handling our customer call center operations including customer calls, providing information and support, working with our sales representatives, order entry and customer inquiry resolutions. She brings a strong Customer Service background and aims towards providing our internal and external customers with 110% superior service. We caught up with Toni during one of her typically hectic days and were able to get a few minutes of her time to ask some questions about her new experiences.

How long have you been at MiTek Builder Products?

I have been with MiTek Builder Products for 5 months.

Tell us how you found the position at MBP? Did you have extensive building products experience?

I found this position on Indeed.com while in the market for a new career path towards broadening my knowledge and building professional growth.

No, I did not have any building product knowledge, this is a new and exciting experience for me.

What made you want to be part of the MiTek Builder Products family during your interviewing processes?

The atmosphere was very welcoming. I noticed that everyone was very professional and knowledgeable and I knew I wanted to be a part of this team.

What do you find is the most challenging aspects of your position within Customer Service at MBP?

There is an abundant amount of product and my greatest challenge will be to learn all of the material that we offer. Another great challenge is remembering all of the “sticky note” or special customer circumstances and request.

What do you find is the most rewarding aspects of your position within Customer Service at MBP?

MiTek Builder Products upholds the standard of customer service behavior that pushes me to want to be a better individual. The tools and knowledge available shows me that this company generously cares for its employees as well as its customers.

What do you do outside of your work for fun?

I believe contributing time to your family can be the greatest investment for a lifetime. I love spending time with my family and creating experience. We typically enjoy mini vacations to a small town in Florida named Crystal River, which is known for its year-round, 72 degree spring river. Here, we can enjoy rafting, boating, fishing and the simplicities of life.