



Employee Spotlight – Mary Ramirez, Customer Service



What is your job title and what does the position entail?

My job title here at ACS is Customer Service. My main functions are processing orders, answering phones, as well as shipping orders.

How long have you been at ACS?

I have been at ACS now for 1 year.

What do you like best about working at ACS?

What I like best about working at ACS, is being valued and appreciated. This company genuinely cares about their employees, and this creates a very positive working environment.

Can you tell us a little about your background and how it helps you in this position?

I have a Bachelors in Early Childhood Education from Kennesaw State University. I originally wanted to be an elementary school teacher. However, as soon as I graduated college, the clothing store that I worked at part time wanted me to join the manager in training program. I ended up staying longer than I thought and I eventually was promoted to store manager. Working in a fast paced retail environment definitely gave me great customer service skills that I am able to use here at ACS.

What are some key lessons you have taken from your career thus far?

A key lesson that I've taken from my career is to never underestimate yourself. Until you are truly challenged, you will never know just what you are capable of.

Describe some of your hobbies – what do you like to do outside of ACS?

I love trying new foods, traveling to new places, baking, and hanging out with friends and family.

What is one thing your customers might find surprising about you?

I've traveled to 3 countries. While I was in college, I took advantage of studying abroad. I've visited Trinidad and Tobago, Panama, and I actually lived in Costa Rica for 4 months during my last semester at KSU.