

Welcome to MULTIVAC!

The following pages introduce your dedicated MULTIVAC Customer Service Team. We are standing by to support you in a lifetime of happiness with your MULTIVAC equipment.

We are a diverse group of individuals ready to serve you in your journey and look forward to developing our relationship. We encourage you to call, email, text, and friend us on social media. Life brings many challenges and happy moments - we can't wait to share them with you!



QUICK REFERENCE GUIDE



Field Service, Parts, Troubleshooting:

800-877-5200



Technical Troubleshooting:

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Customer Portal:

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Northeast Region

Customer Support Team

Northeast Service Team



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John Donaldson
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Anthony Vasquez
Field Service Technician



Nye Winston-Corradino
Field Service Technician



Raul Gutierrez
Field Service Technician



Glenn Szucs
Field Service Technician



Bill Space
Service Supervisor



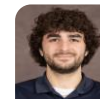
Josh Haviland
Field Service Technician



Dave Grow
Field Service Technician



Tim Carihfield
Field Service Technician



Franco Bazzone
Field Service Technician



Emmett Carolan
Field Service Technician



Yeison Noguera
Field Service Technician



Kenneth Gilmore
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Dewey Allen
Field Service Technician



Craig Billings
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Customer Support Team

Southeast Service Team



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Bill Orr
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Field Service Technician



Jessie Abrams
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Service Supervisor



Grant Griffith
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Matt Mader
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Carlos Echevarria
Field Service Technician



Charles Cappy
Field Service Technician



Brendan Parker
Field Service Technician



Kiel Sells
Service Supervisor



Derrick Gurganus
Field Service Technician



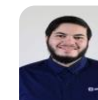
Mike Stone
Field Service Technician



Brock Genossar
Field Service Technician



Blaise Vertin
Field Service Technician



Jesse Zarcone Kibbee
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Customer Support Team

Central Service Team



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Jesus Delgado
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Zac White
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Alan Holguin Uribe
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Frank Vivanco Barrios
Field Service Technician



Vlad Galoyan
Service Supervisor



Greg Gerard
Field Service Technician



Byron Austin
Field Service Technician



J.J. Baumli
Field Service Technician



Angel Rebolledo
Field Service Technician



Carlos Bernal
Field Service Technician



David Strader
Field Service Technician



Ben Snyder
Field Service Technician



Russell Gutherless
Field Service Technician



Dustin Milde
Field Service Technician



Brandon Yanez Casas
Field Service Technician



Dustin Barnhart
Field Service Technician

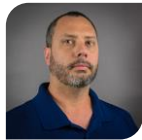
South Region

Customer Support Team

South Service Team



Open
Director of Service, South



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Cavin Swaim
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Don Sharp
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Jeremy Jandreau
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Jake Graves
Field Service Technician



Kurtis Terrell
Service Supervisor



Josh Rawlinson
Field Service Technician



Nicholas Coleman
Field Service Technician



Shane Summerlin
Field Service Technician



Steven Squibb
Field Service Technician



Luke Pelts
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Nelson Cervantes
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Alexander Ransom
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Great Lakes Region

Customer Support Team

Great Lakes Service Team



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Jorge Portillo
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Chris Mitchell
Field Service Technician



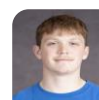
Chris Beltran
Field Service Technician



Jonathan Ferris
Field Service Technician



Zach Oldaker
Field Service Technician



Nicholas Munro
Field Service Technician



Donald Sands
Field Service Technician



Open
Service Supervisor



John Hardeman
Field Service Technician



Andrew Albertson
Field Service Technician



Patrick Merritt
Field Service Technician



Leonardo Duarte
Field Service Technician



Andrew Kuehne
Field Service Technician



Kentrell Harris
Field Service Technician



Shain Preston
Service Supervisor



Jason Bryan
Field Service Technician



Fabian Flores
Field Service Technician



Fernando Mendoza
Field Service Technician



Varson Siryon
Field Service Technician



Xavier Hughes
Field Service Technician



Will Smith
Field Service Technician

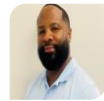
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Customer Support Team

West Coast Service Team



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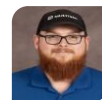
Brian Walker
Service Supervisor



Tom Fair
Field Service Technician



Tony Ramos
Field Service Technician



William Gibbons
Field Service Technician



Brandon Thomas
Field Service Technician



Jim Baer
Service Supervisor



Soe Linn
Field Service Technician



Chris Twiggs
Field Service Technician



Reed Peterson
Field Service Technician



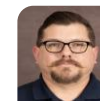
Trung Nguyen
Field Service Technician



Roland Kloos
Service Supervisor



Ernie Escobedo
Field Service Technician



Kurtis Ramos
Field Service Technician



Robert Lee
Field Service Technician



Dustin Barnhart
Field Service Technician

Service Products Team

Spare Parts Sales, Operations



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Director of Service Products



Justin Kesner
Service Products
Operations Manager



Robin Cornish
Customer Service Process
Improvement Specialist



Bobby Penney
Customer Service
Representative Manager



Josh Clemens
Service Products Telesales Supervisor



Open
Service Products Operations Supervisor



Ayub Abdullahi
Parts Specialist



Samuel Mendoza
Parts Specialist



Travis Crossland
Service Products
Technician Advisor



Jimmy Hensley
Service Products
Technical Advisor



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Northeast Customer
Service Representative



Don Ovel
Northeast Customer
Service Representative



Tim Ayers
Parts Specialist



Marino Sudac
Parts Specialist



Alicia Dietrich
Technical Service Quote
Coordinator



Daniel Thompson
Service Products
Operations



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West Customer
Service Representative



Daniel Rabinovich
Great Lakes Customer
Service Representative



Byron Alexander
Parts Specialist



Stephen Holman
Parts Specialist



Samantha Edwards
Contract Administrator



Mike White
Service Products
Operations



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West Customer
Service Representative



Larry Shields
Southeast Customer
Service Representative



Scott Craig
Parts Specialist



Dustin Williams
Parts Specialist



Alex Gasca
Service Products
Operations



Timothy Smith
Service Products
Operations



Eric Clemens
South Customer
Service Representative



Brandon White
Southeast Customer
Service Representative



Anthony Franco
Parts Specialist



Andrew Wood
Parts Specialist



Jenna Baumli
Parts Specialist



Kyle MacDonald
Great Lakes Customer
Service Representative

Technical Training Team



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Director of Service Products



Ted Aubut
Customer Service Training Manager



Craig Fisher
Technical Training Manager



Rachael Kennemore
Training Coordinator



David Womack
Apprenticeship Manager



Robert Koontz
Technical Trainer



Brian Watts
Technical Trainer



Alex Rebolledo
Technical Trainer



Drake Coy
Field Service Technician



Ashlynn Duncan
Field Service Technician



Zach Jennings
Technical Trainer



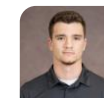
Matt Zaragosa
Technical Trainer



Gil Yanez
Technical Trainer



Cody Myers
Field Service Technician



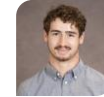
Trip Barnes
Field Service Technician



Bruno Dye
Technical Trainer



Tinesha Griddine
Field Service Technician



Dylan Evans
Field Service Technician

Technical Support Team



Carlos Vasquez
Director of Technical Services



Additional 24/7
After Hours Phone Support

Field Application Support Specialists

Field Installation Technicians



Patrick Keen
Processing & Slicing



Brandon Kaufman
Labeling, Marking, Inspection



Joseph Alba
Quality Coordinator



Chris Hand
Processing & Slicing



Dan Kozak
Automation



Mario Gallegos
Labeling, Marking, Inspection
& W500



Omar Alqaysi
Controls System Technician



Jeffery Alford
Fritsch



Matt Smith
Processing & Slicing



Rich Mayfield
IoT Networking
Communication



Keith Kozak
Traysealers



Justin Fritchen
Field Installation Technician

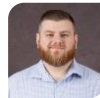
Technical Support Team



Carlos Vasquez
Director of Technical Services



Additional 24/7
After Hours Phone Support



Kyle Joiner
Manager Technical Support



Khoi Nguyen
Technical Support Representative



Addam Sampel
Technical Support Representative



Dave Manney
Technical Support Representative



Todd Brooks
Technical Support Representative



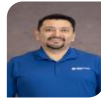
John Keleman
Technical Support Representative



Nathan Allen
Technical Support Representative, Controls



David Simangern
Technical Support Representative



Eduardo Fregoso
Technician Support Representative



Jason Stottlemyre
Technical Support Representative, Controls



Robert Shiflett
Technical Support Representative



Olon Forrest
Technical Support Representative

Project Management Team



Grant McGill
Director of Project Management



Josh McClane
Sr. Project Manager



Neal Kundu
Project Manager



Greg Rabil
Project Manager



Ja'naysha Hamilton
Project Manager



Tyler Norton
Project Manager



Marcos Waldheim
Project Manager



Cole Regier
Project Manager

Customer Service Admin Team



Misty Hampton
Customer Service Administrative Manager



Megan Hudek
Service Administrative Specialist



Todd Justice
Project Installation Coordinator



Kerrie See
Technician Support
Scheduling Supervisor



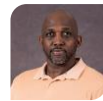
Kynyatta Whitley
Project Installation Coordinator



Jaycie Heinen
Preventative Maintenance Scheduler



Zac Wheeler
Project Installation Coordinator



Myron Fisher
Preventative Maintenance Scheduler

Leadership Team



David Sarazen
VP Customer Service



Austin Brown
National Service Director



Brian Key
Director of Service Products



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Manager of Technical Account Manager



Ken Butcher
Film Technician



Misty Hampton
Customer Service Administrative Manager



Steve Koperski
Technical Account Manager



Carlos Vasquez
Director of Technical Service



Jordan Dodds
Technical Account Manager



Grant McGill
Director of Project Management



Matt Nichols
Technical Account Manager

Field Service Leadership Team



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National Service Director



John Simmons
Director of Service
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Luis Torres
Director of Service
Great Lakes Region



Rick Dickerson
Director of Service
Central Region



Rich DiGiacomo
Director of Service
Northeast Region



George Hartrick
Director of Service
Southeast Region



Open
Director of Service
South Region



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Supervisor



David Gray
Service
Supervisor



Vlad Galoyan
Service
Supervisor



Bill Space
Service
Supervisor



Josh Chappell
Service
Supervisor



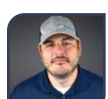
Kurtis Terrell
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Supervisor



Roland Kloos
Service
Supervisor



Shain Preston
Service
Supervisor



Jody Shepherd
Service
Supervisor



Tony Whitehead
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Gaulden Chindime
Service
Supervisor



Michael Shawkat
Service
Supervisor



Brian Walker
Service
Supervisor



Open
Service
Supervisor



Alicia Chavez
Scheduler



Jonathon Bensley
Scheduler



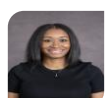
Kiel Sells
Service
Supervisor



John Bowen
Scheduler



James Harris
Scheduler



Janece Gunter
Scheduler



Steve Perthel
Technician. Service Advisor

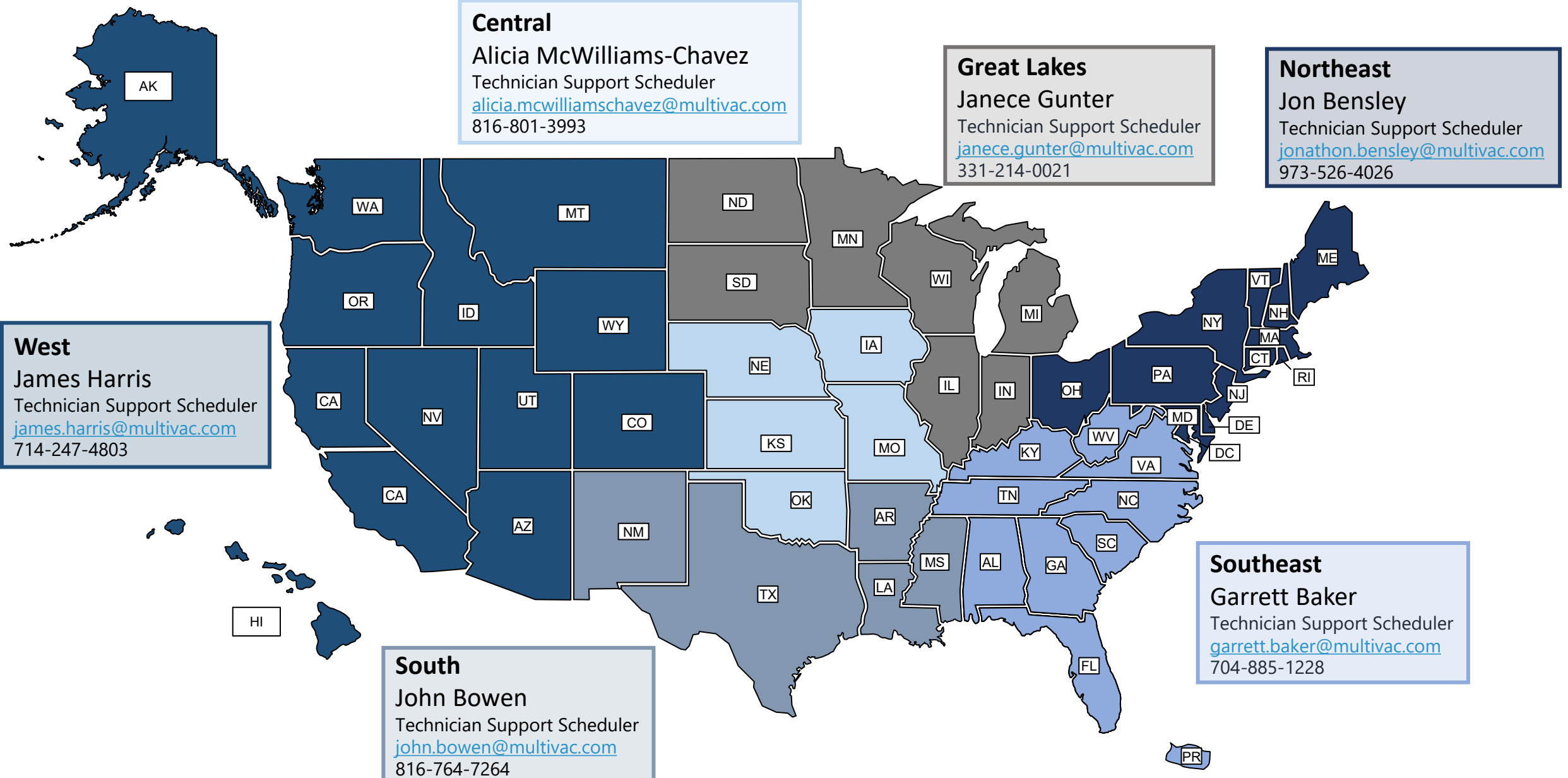


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Service Regions



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CSR Territories

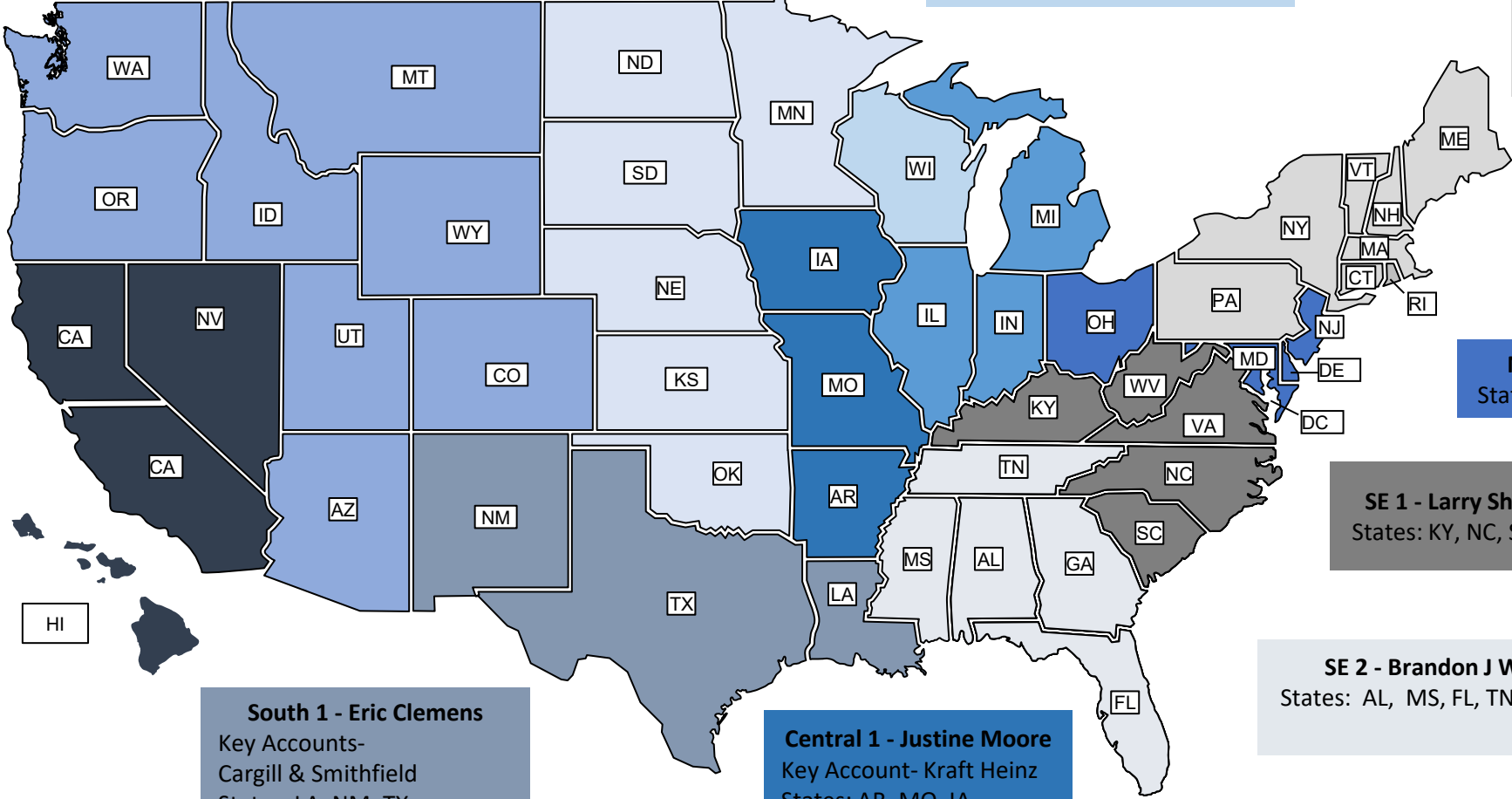


Central 2 - Seth Pine
States: KS, NE, OK, MN, ND, SD

GL 2 - Daniel Rabinovich
Key Account- Hormel & Tyson
States: WI

GL 1 - Kyle MacDonald
States: IL, IN, MI

NE 1 - Don Ovel
States: CT, ME, MA, NH,
NY, PA, RI, VT



West 2 - Chris Olson
Key Account-Becton
Dickinson
States: AK, AZ, CO, ID, MT,
OR, UT, WA, WY

West 1 - Elizabeth Boncal
States: CA, HI, NV

South 1 - Eric Clemens
Key Accounts-
Cargill & Smithfield
States: LA, NM, TX

Central 1 - Justine Moore
Key Account- Kraft Heinz
States: AR, MO, IA









NE 2 - Julie Genovese
States: DE, OH, MD, WV, NJ

SE 1 - Larry Shields
States: KY, NC, SC, VA

SE 2 - Brandon J White
States: AL, MS, FL, TN, GA, PR



Your central access to the MULTIVAC world

-  buy OEM spare parts & consumables, book services
-  24/7 availability
-  order history, documents, tracking
-  all machine data & documents, 3D catalog
-  analyze the machine performance with MULTIVAC Smart Services
-  create service history, service reports, service tickets
-  always keep up to date with all aspects of your MULTIVAC business
-  one single, personalized sign on for all MULTIVAC applications



Enhanced Remote Support with Augmented Reality



To provide even faster and more effective assistance, our DirecTech team now utilizes **XMReality**, an augmented reality (AR) tool that takes remote troubleshooting to the next level. Using augmented reality, our experts can:

- ❖ See what your team sees in real time using a smartphone, tablet, or smart glasses
- ❖ Guide operators and technicians step-by-step, visually highlighting components and adjustments
- ❖ Share images, schematics, and instructions directly on the screen for clearer troubleshooting

With this technology, issues that once required an on-site visit can now be resolved remotely - saving you time and reducing costs.



- 24/7 customer care
- live troubleshooting
- spare parts experts

Preventive Maintenance Programs

- offers tightly defined service on a planned frequency
- uninterrupted performance
- predictive maintenance recommendations

MULTIVAC Smart Services

Turning machine data into business intelligence.

- Smart Link IoT platform on Azure technology
- Smart Hub, the home of Smart Services
- Smart Production Dashboard - control center for MULTIVAC machines
- Smart OEE Analyzer - strategic instrument for improving efficiency
- Smart Log Analyzer - flexible tool for optimization
- Smart Machine Report for quick and meaningful comparison
- Smart Data Backup gives peace of mind
- MULTIVAC Pack Pilot - process optimization in a new dimension
- Maximum Security - separate hardware with transparent data protection



MULTIVAC Training Center

Providing a range of machine focused and custom designed courses, our training facility continues to grow and evolve to meet customer needs by offering hands-on experience with in-house Multivac equipment.

2026 Courses:

Fundamentals of MULTIVAC Thermoformers

Preventive Maintenance for MULTIVAC Thermoformers

Advanced MULTIVAC Thermoformers

Vacuum & Safety Systems Troubleshooting

Fundamentals of MULTIVAC Semi-Automatic Traysealers: T2XX – T3XX

Fundamentals of MULTIVAC Semi-Automatic Traysealers: T6XX – T8XX

MULTIVAC Certified Technician Program

On Demand Courses



MULTIVAC GROUP Training Center

ENROLL TODAY!

 816-891-0555 x3822

 training@multivac.com

 <https://my-multivacuniversity.com>

Third Party Technical Care

MULTIVAC Customer Care offers the following resources for third party suppliers:



☎ 800-843-3610

✉ vti.domesticcs@videojet.com



☎ 717-292-5641



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✉ service.usa@wipotec.com



☎ 800-USA-PUMP

✉ info@buschusa.com



☎ 888-346-7539

✉ cs@glendimplexamericas.com



Ideas for the future.

☎ 800-477-3585

🌐 <https://www.us.processing.handtmann.com/contact>

We look forward to serving you!

MULTIVAC is more than just packaging machines...

Film + Materials

Preventive Maintenance Agreements

Smart Services

Robotic Pallet Handling

Automatic Conveying

Labeling + Printing

Auto-filling

Check Weighing

Jumbo Rolls

Auto-fill

Preferred Partner Program

Training

Production Planning Consulting

Auto Consumables Shipments

Retro-fits

myMULTIVAC Customer Portal

Film Bundling

MULTIVAC University

Machine Audits

Tooling Storage

Web Tracking

RFID

Trolleys

Pin Pusher Plates

Labeler HMI

Tool Etching

Seal Bar Recoating

Packout

VPN

Retrofit Key Lockouts

Jumbo Unwinder

Pump Upgrades

Vacuum Assisted Forming

Line Relocations | Efficiency Audits

Empty Package Detection

Water Chiller Units

HMI Upgrades

Shrink Tunnels

Chain Upgrades

Ezy Open Pouches

Innovation Center Demonstrations

Package Design Engineering

State of the Art Logistics

Supply Chain Planning

... and so much more!