



FOR ADDITIONAL INFORMATION

Director of Customer Experience

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SEA-LAND CHEMICAL COMPANY CONTINUES INVESTMENTS TO SERVE CUSTOMERS

Westlake, OH, January 4, 2022 – Sea-Land Chemical Company, a leading international chemical distributor of specialty additives for the lubricants industry and household, industrial and institutional cleaning markets, continues investing in people and systems to better serve customers in challenging times. By expanding the size and experience of the customer service team, the service and support Sea-Land provides customers will continue to lead the industry.

The customer service team’s expansion includes talent, knowledge and chemical industry experience. These professionals, working together, deliver premier service to our customers through regular communication and inherent skill.



[Tom Lisz](#) brings seven years of experience in sales, customer service, and hospitality from multiple industries. His extensive experience in customer facing roles brings value to our customers. He is a graduate of Loyola University Chicago with a Bachelor of Environmental Science degree.



[Kalyn Cook](#) brings 20 years of customer service and support experience in the medical, manufacturing, and chemical industries. She is skilled in quickly resolving customer issues and is experienced in working through supply chain issues to meet and exceed customer expectations.



[Gina Aitken](#) brings six years of customer service and pricing experience from a variety of industries, including specialty chemicals. She understands chemical distribution and supply chain issues well. Aitken has an associate degree in both business administration and management, and human resources.



[Teresa Anderson](#) brings more than 11 years of customer service and inside sales management experience from other B2B service businesses, including specialty chemicals and distribution. Her chemical industry knowledge and experience will enable her to come up to speed and quickly begin helping our customers. Anderson studied political science and accounting.

“Sea-Land continues investing and expanding where we can help our customers the most,” said Pete Pendergast, Sr. Vice President of Sales and Marketing. “All our customer service professionals bring energy and experience to ensure they care for our valuable customers. They understand the complexities of the business and know exactly how to respond to customer needs.”

“Expanding our team provides customers with more opportunities for success,” said Jeff Levandowski, Director of Commercial Operations “This team focuses on what’s most important to our customers – providing the latest information they need to run their business.”

“My teammates and I do everything we can to provide information and updates to our customers,” said Steve Coburn, customer service specialist. “Being out front and working with customers gives us great insight as we continue updating and expanding our processes. Sea-Land is an employee-owned company, and that means we want our customers to succeed so we can too.”

“Their experience, know-how and can-do attitudes regularly elicits compliments from our customers, Levandowski added.

As recently announced, Sea-Land created a new position of [Customer Service Manager](#). Taryn Osborn was promoted to this role and leads the team.

At the center of Sea-Land's continued investment are our industry-leading ERP and CRM tools. Investing in people, technology, and making doing business easier, continues to be our focus.

About Sea-Land Chemical Company

Sea-Land Chemical Company is an industry leader in the global distribution of specialty raw materials and additive chemical technologies. Sea-Land supports customers from its US headquarters and warehouses throughout the US, Canada and Europe. Via the company’s technically trained and market-focused professionals, customers receive high quality, consistent and reliable raw material solutions for finished product compounders and blenders for the industrial lubricants; household, industrial and institutional cleaners; agriculture; construction; CASE and personal care markets. Visit www.sealandchem.com to learn more.

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