

MEMBERSHIP DIRECTORY

2009

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KEY TO ICONS AND SOCAP AWARDS / HONORS

Icons

LM indicates a Loyal Member. A Loyal Member has been enrolled as a member of SOCAP for 10 consecutive years.

E indicates a member of the Executive Community. The Executive Community is open to members who are director level or higher or who have senior-most responsibility for customer care within their department or company.

FB indicates a member of the Food & Beverage Community. The Food & Beverage Community is open to all members who work in the food and/or beverage industry.

★ indicates a winner of the STAR award. Winners of the STAR Awards are nominated by their local chapters for their outstanding contributions and are recognized by SOCAP International.

SOCAP Awards / Honors

- **Chapter Newsletter Award:** The Chapter Newsletter Award is a Chapter Achievement Award acknowledging achievements in publishing a chapter newsletter. The winner of this award is indicated in “Chapter Presidents / Chapter Awards” on page 9.
- **Honorary Member:** SOCAP International grants Honorary Member status to Past Chairs and other members as designated by the Board. Honorary Members are listed in “SOCAP Past Chairs / Honorary Members” on page 8.
- **Innovation/Creativity Award:** The Innovation/Creativity Award is a Chapter Achievement Award acknowledging any activity or publication produced by a chapter that represents remarkable creativity or innovation. The winner of this award is indicated in “Chapter Presidents / Chapter Awards” on page 10.
- **Membership Achievement Award:** The Membership Achievement Award is a Chapter Achievement Award acknowledging chapter membership growth and retention. The winner of this award is indicated in “Chapter Presidents / Chapter Awards” on page 10.
- **Outstanding Program Award:** The Outstanding Program Award is a Chapter Achievement Award acknowledging chapter achievements in conducting programs and educational opportunities for members locally. The winner of this award is indicated in “Chapter Presidents / Chapter Awards” on page 10.

SOCAP INTERNATIONAL PAST CHAIRS / HONORARY MEMBERS

All past chairs are Honorary Members.

Past Chairs:

2008

Beth Thomas-Kim
The Fifth P
Formerly: Nestle USA

2007

Tom Asher
Levi Strauss & Co.

2006

Linda Pell
Kellogg Company

2005

Sheila L. Sullivan
Coty Inc.

2004

Cathy Dial
Frito-Lay, Inc.

2003

Joseph F. Barstys
Subaru of America, Inc.

2002

Beth Ziff
Premiere Response,
a division of
American Customer Care
Formerly: Pershing

2001

Lawrence E. Horner, Jr.
Colgate-Palmolive Company
Formerly: Pfizer, Inc.

2000

Michael Roby
Customer First Call Centers
*Formerly: Gail Becker Associates of
Florida, Inc.*

1999

John P. Vaeth, Jr.
Biogen Idec
Formerly: Eastman Kodak Company

1998

Susan Jacobsen
*Formerly: Monsanto Consumer Food
(Equal/NutraSweet)*

1997

Glenn W. Soden
Advocate for the Consumer, LLC
*Formerly: Nationwide Insurance and
Financial*

1996

John S. Flintosh
Formerly: Ford Motor Company

1995

Jane E. McNamara
GreenPath, Inc.
*Formerly: Credit Counseling
Center, Inc.*

1994

Jane W. Deibler
Mary Kay Inc.
*Formerly: Armstrong World
Industries, Inc.*

1993

Jean M. Otte
Women Unlimited, Inc.
*Formerly: National Car Rental
Systems, Inc.*

1992

Russell E. Schmuhl
Customer Care Institute
Formerly: Polaroid Corporation

1991

Peggy Haney-Ingalls
Formerly: American Express Company

1990

Victor P. Petralia
Formerly: Volvo Cars of North America

1989

Roger H. Nunley
Customer Care Institute
Formerly: Coca-Cola USA

1988

Don C. Franklin
Seaview Farms Limousine
Formerly: U.S. West Communications

1987

Nancy R. Noeske, Ph.D.
PROACT Search, Inc.
Formerly: Wisconsin Electric Power Co.

1986

Raymond E. Stone
Quality Perceptions International
Formerly: Marriott Corporation

1985

Meredith M. Layer*
Formerly: American Express Company

1984

Stanley Berkovitz
Formerly: Zayre Corporation

1983

Camille Haney
The Haney Group, Inc.

1982

Robert L. McCleary
Formerly: Corning Glass Works

1981

Andrew Armstrong
Formerly: Armstrong World

1980

Nell W. Stewart
Stewart's Unlimited
*Formerly: Morton Norwich
Products, Inc.*

1979

Spencer C. Boise
Formerly: Mattel, Inc.

1978

Judy A. Gorman
JAG Associates
Formerly: New York Life Insurance Co.

1977

Ned A. Smith
Formerly: Ford Motor Company

1975-1976

Dianne McKaig*
Formerly: Coca-Cola USA

1973-1975

Jack B. Scardliff*
*Formerly: The Firestone Tire
& Rubber Co.*

Additional Honorary Members:

Louis Garcia
LG Inc.
Formerly: SOCAP International

*Deceased

Some people call it multiple personalities

We call it good business



Member List

We add value through knowledge. At Center Partners, we use the knowledge of our leadership, our staff, our locations, and our technology in order to create best-in-class outsourced solutions that focus on differentiating our clients' brand.

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SOCAP INTERNATIONAL COMPANY LIST

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Dr Pepper Snapple Group, Inc.
Carmen Caccavale

Dremel/ RotoZip Div.-Robert Bosch Tool Corp.
James Corman

Drexel eLearning
Annette Sussman

Dreyer's & Edy's Grand Ice Cream
David Hartley
Linda Walsh

Driscoll Strawberry Associates, Inc.
Elizabeth Martinez

Droz Consulting Group
Manuel Droz

Duke Energy
Kim Blackwell
John Kappesser

E&J Gallo Winery
Sheryl Hoffman
Marie Shubin

E.T. Browne Drug Company, Inc.
Amy Feldman

East Bay Municipal Utility District
Thomas Fox

eBay
Genny Tap

EchoData Group
Robert Tompkins

Echopass Corporation
Edward Meyer
Joe Rubio

EDCi
Jo Ann Potzler

Edge Teleservices
Shireen Wedlock

Edwards Lifesciences
Margot Tyler

eHarmony
Scott Ackerman

Marla Benson
Jose Lopez
Tanya Rodriguez
Patricia Yurdakul

Eli Lilly & Company
Yvette Steinhardt

Elmer's Products Inc.
Daniel Wingett

eLoyalty Corporation
Wendy Olek
Greg Van Zandt

Emigrant Direct
Richard Palombo

Emirates
Michael Colicchio

EMS, Inc.
Mitch Johnson

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Danielle Kyriakos

Energizer Personal Care
Deborah Kitchell

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Tonia Jacobson

EPI Marketing Services
Jeanne Case
Craig Langbo
Holly Ringle

EPLDT Ventus
Robert Ferrante

Epson America, Inc.
Rick Williams

Equifax
Robin Holland

Errol Davis & Associates
Errol Davis

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Andrea McLean
Adair Sampogna

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Herb Martini

ExecuNet
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Barbara Edwards

Farm Fresh
Susan Mayo

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Daniel Rumelt

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Kathy Minchew

FedEx Customer Information Services
Donald Bland

Ferrero U.S.A., Inc.
Millene Falcao

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Fiorella's Jack Stack Barbecue
Alicia Fries

First Command Financial Services
Melissa Cox

Flowers Foods
Cheryl Armbruster
Mary Krier

Ford Motor Company
Robert Craik
Denise Feil
John Flintosh
Joann Lancucki
Rosemary O'Malley
Ned Smith
Dan Trainor

Foster Farms
Teresa Lenz

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Dean Murzello

Freightliner LLC
Kim Kuwabara

Fresh Mark, Inc.
Kristin Franklin

Frito-Lay, Inc.
Barbara Bachta
Cathy Dial
Centrilla Hodge
Mindy Thompson

FurstPerson
Michelle Cline