

## ADT Voice

Our spotlight today is on [REDACTED], one of our Install Coordinators in Somerset, New Jersey. She manages logistics for home installations and works closely with sales representatives and technicians. This upcoming March will make five years since [REDACTED] joined the ADT Family.

Prior to the home security industry, [REDACTED] worked in banking for 15 years. Throughout her career she has remained customer-centered. "I learned a long time ago the importance of putting clients first from my mother who was a secretary at Barkley Bank. She drilled it into my head. In order for a business to grow we need to protect our customers, we need to look out for our customers and treat ourselves like customers."

[REDACTED] defines leadership as knowing your team. "You should be able to look at your staff and be aware of what your staff does and how they do it, then allow them to do that job. If they need support, be there for them and assist them with the support they need. A leader is just there as a support system; your people should all know what they're doing with no problem."

Read more about [REDACTED] journey here.

## Intranet – full article

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When asked what she loves about ADT, she said the customers. "I enjoy talking to the customers, sharing my experience, getting the job done in a timely manner. Some customers go on vacation and need protection ASAP. The customers understand that we are the best at what we do. They are really anxious to get the [our] service. They want the service right away and I try to coordinate as best as I can."

She believes ADT's mission is a part of who we are. "We been doing it for so many years that its easy. It's a part of who we are, it's our passion, it's the excellence we bring." As for what she wants to protect, [REDACTED] wants to protect everything. She has used ADT services long before she worked with the company.

██████████ is a tremendous advocate for the Care Program. Every year she has successfully recruited people in her office to participate at the event in Mercer county. As well as organize community service events such as food drives with Somerset's Food Bank.

We are overjoyed by the enthusiasm she has for our customers and her surrounding community. We look forward to seeing ██████████ continue her journey with us at ADT!

**LinkedIn**

**\*photo\***

**Meet ██████████**

**Install Coordinator, Somerset NJ**

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