

# APPOINTMENT MEMO-ELECTRICAL POWER

HUMAN RESOURCES

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17 MAY 2024



I am pleased to announce that effective May 17<sup>th</sup>, 2024, Paulina Chmielowska joined Mersen Electrical Power as Canada Distribution Customer Care Supervisor. Based out of the Mississauga, Canada site she will report to Naomi Towns, Director of Customer Care North America.

Paulina most recently worked in one of the leading e-commerce fulfillment operators in Europe as the Client Support Team Manager responsible for scaling up their customer care division. She brings extensive experience managing customer care teams, driving customer success in fast-evolving environments, and collaborating cross functionally with IT and product management teams. In her new role with Mersen, Paulina will capitalize on her experience to act as the interface with customers, sales, and operations, streamline our processes and simplify our customer journey.

Paulina has a Master's Degree in Management and Bachelor's Degree in International Business and Finance and Economics.

Please join me in welcoming Paulina to Mersen and wishing her success in her new role.



Ferran Sacrest  
VP Sales & Customer Care - Americas  
ELECTRICAL POWER