



Welcome to the Slant/Fin Customer Service Department

Slant/Fin's core business is baseboard and boilers, but our core philosophy is Customer Service. At Slant/Fin Customer Service is not a department, it is considered everyone's job! We feel with an outstanding product and great service and support through our factory support teams, our sales team and our Reps throughout the country, there is no reason why homeowners and contractors alike wouldn't want to choose Slant/Fin.

Below you will find the contact information and a short bio for each member of our Customer Service Team that you can count on. Everyone is looking forward to helping to serve your sales needs from placing orders to checking on order status to making sure that you are satisfied. Please call on us we are here to help.

Customer Service & Marketing
Direct Line: 516-484-0103

Fax: 516-484-2694

Marketing Dept. Fax: 516-484-0933

To reach Customer Service extensions
Dial: **516-484-2610** (opt. 2)

Vice President of Marketing and Admin. Services:

Stacey B. Droogan	ext. 283	sbrown@slantfin.com
Cathy Coster (Admin Asst)	ext. 444	ccoster@slantfin.com

Analyst/Sales Administrator:

Lowell Fass	ext. 354	lfass@slantfin.com
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Customer Service Manager:

Bob Iorizzo	ext. 445	riorizzo@slantfin.com
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Customer Service Reps.:

Ben Gambino	ext. 357	bgambino@slantfin.com
Allyx Seaman	ext. 446	aseaman@slantfin.com
Leslie Billemeier	ext. 239	lbillemeier@slantfin.com

Marketing Assistant:

Cheryl Zambratto	ext. 356	czambratto@slantfin.com
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Meet the Slant/Fin Customer Service Team!



Stacey B Droogan - Vice President of Marketing and Admin. Services I have been with Slant/Fin for over 17 years. I'm an honest, factual and down to earth type of person. I come to work with passion and a sense of urgency each and every day. Our goal is to make customers feel assured we will always do our best to accommodate and we appreciate their business. We continually work on building relationships with our customers. I expect everyone be diligent in their efforts of supporting our customers. I feel follow-up, friendliness and attention to detail are the keys to excellent customer service and we continue to take strides in making Slant/Fin #1, not just in Baseboard and Boilers, but service too. Outside of work, I'm married, have two cats and a tortoise. I love playing golf, watching football and playing mahjong with friends.



Cathy Coster - Executive Administrative Assistant After some time in our Customer Service Department, I am taking on a new role as Administrative Assistant to Adam Dubin - CEO, Bob Flanagan, - VP of Sales, and Stacey B. Droogan - VP Marketing/Administrative Services. I will continue to stay involved in many aspects of customer service that will prove helpful. As always my care and concern to our customers will never waver. At Slant/Fin our customers come first and my experience and knowledge will continue to secure this standard is met no matter where my role. In my spare time I am an avid motorcycle enthusiast, who has logged over 90,000 miles, on many journeys across our beautiful country. As well I love theatre, kayaking, scrapbooking and spending time with family and friends.



Lowell Fass - Analyst/Sales Administrator I have been with Slant/Fin for over 9 years. In that time, I have worked in Inside Sales, as an analyst, website developer, and data specialist. I enjoy working with our customers and making Slant/Fin a great company to do business with. I have dealt with a large variety of issues our customers have. This has given me a broad understanding of what customers want and how to get it to them. Our customers appreciate when we go the extra mile to make sure they are satisfied. "I look forward to expanding my role with Slant/Fin. The challenge we face is taking Customer Service to the highest level. I am proud to be a member of this team." Outside work, I enjoy tennis, jogging, movies and photography.



Bob Iorizzo - Customer Service Manager for 16 years. During my tenure at Slant/Fin I have watched our team enhance and grow our service and performance exponentially. It is my goal to continue to support and encourage this mentality for the present and future. Along with our management and staff, I am dedicated to provide the best service the industry has ever known, that coupled with an already exceptional product line has made us the benchmark for the industry. My personal interests include family, friends, a passion for photography and my pets.



Ben Gambino - Customer Service Representative I have been working at Slant/Fin for more than 8 years. I started in the Traffic/Logistics Dept. This position gave me the experience needed to understand the coordination between manufacturing, logistics and inside sales to provide a great customer service experience. My personality, patience, attentiveness and knowledge of the product was perfect fit to help improve Slant/Fin's Customer Service Dept. "My goal is to make you feel confident that the job will get done and establish a relationship that stands out amongst our competitors". Outside of work I am a big basketball, football and baseball aficionado. I also enjoy music production and DJing.



Allyx Seaman - Customer Service Representative I have been working at Slant/Fin for almost 3 years in the Customer Service Department. I am now taking on a new role as Database/Content Manager, responsible for maintaining our customer database, creating a more efficient marketing program. Along with 9 years of customer service experience, I bring marketing experience and believe this will be a great fit for me. I will continue to stay active in the customer service department, providing our customers with the same genuine support. I spend my free time undertaking D.I.Y interior design projects and rooting for the NY Giants. I look forward to helping customers and making sure you all are happy with the service I provide.



Leslie Billemeyer - Customer Service Representative I'm a brand new member to the Customer Service Department but I come with 17 years' experience in the heating industry and selling Slant Fin's products through a former Rep agency. I'm very excited about this new opportunity and reacquainting myself with our customer base. I have an unwavering commitment to customer service and I'm dedicated to building productive relationships, resolving complex issues and winning customer loyalty. In my free time I enjoy biking, bowling, tennis, traveling and spending time with my two daughters and grandson.



Cheryl Zambratto - Senior Marketing Specialist I have been with Slant/Fin for over 17 years as a member of our Marketing Department with years of experience in fulfilling the Marketing needs of our contractors and wholesale distributors. This experience offers me the ability to meet all of your customer service requirements. I spend my free time as a member of the Sweet Adelines International – Greater Nassau Chorus, which is currently ranked in the top 10 in the organization. I love to garden, travel, and dine in great restaurants!



Paul H. Devejian - Art Director I have been an Art Director with Slant/Fin for over 20 years. I work closely with Slant/Fin's Marketing and Engineering Departments to create exciting advertisements, and continuously improve brochures and technical manuals for our customers. It gives me great pleasure to help our wholesalers, distributors and contractors with their art needs. Whether internal or external customers, I believe success is a group effort! For pleasure, I enjoy cooking, baking, art exhibits, fine dining, and playing with my four cats.