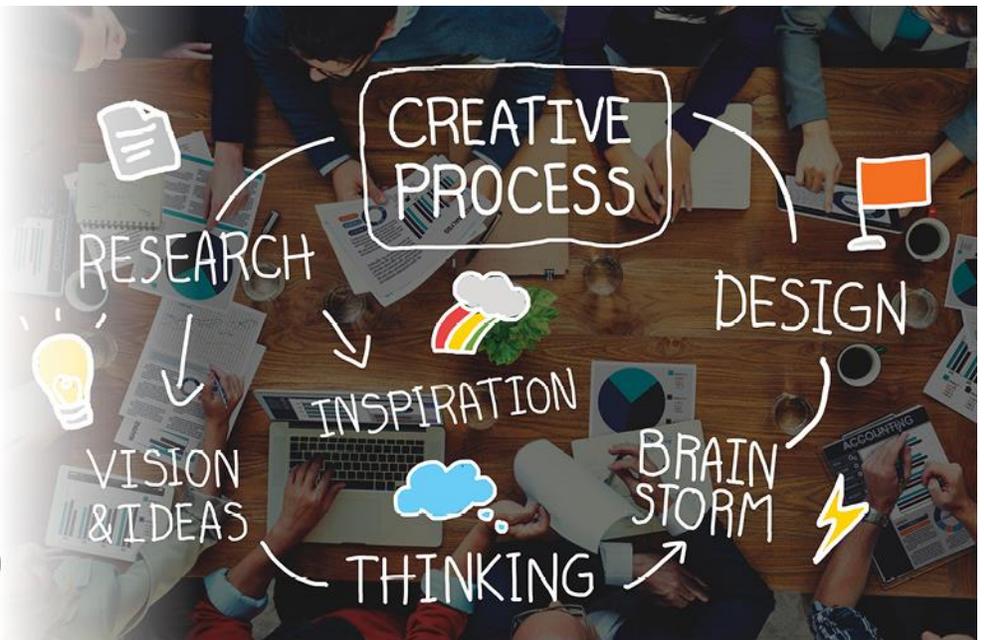


# Get to Know

Karen



**Karen Santos**  
Sales Executive  
Email: [ksantos@hubpen.com](mailto:ksantos@hubpen.com)

**Q: What do you think are the best skills that you bring to your job?**

A: I love building relationships with my customers. It is all about listening to what their needs are and following through on their questions, concerns and requests. Problem solving is key in keeping relationships strong with my customers.

**Q: How long have you been working in your field?**

A: I have been in sales for over 20 years. I was in the retail side for many years and loved designing diamond rings and jewelry. I have been in the promotional products industry for over 5 years.

**Q: What is your biggest accomplishment?**

A: Becoming a mother has been my biggest accomplishment. He has completed my world. My biggest accomplishment in the industry has been asked to join the Executive Board for my Regional Organization NEPPA. It is such a pleasure working with distributors and suppliers to bring the region together.

**Q: What is your favorite promotional product and why?**

A: I love stress relievers! They are fun and have a purpose. We all should have one in our purses or bags. Of course my HUB Pen favorites are the Javalina collection and the Carmelo metal hybrid pen.

**Q: What problems do you consistently solve for your clients?**

A: Follow up is super important and I tend to watch over my orders in house to make sure they are going smoothly.

**Q: What is a typical day like for you?**

A: My day starts early with an hour to hour and half drive in to the office. I work with my customers on projects and presentations to help them grow. Of course some small talk and fun times with the office family and then onto the long drive home to my family.

**Q: What are you happiest doing, when you're not working?**

A: I am a complete sports mom. I love watching my son play baseball, dek hockey and his school sports. We also love to camp, kayak, and go to the beach and the gym.

**Q: What is your favorite food?**

A: New England seafood, lobster for sure. Guilty pleasure that is only ordered a few times a year would be lobster mac and cheese!

**Q: What is your favorite place you've ever visited?**

A: Hawaii that was my last impromptu vacation and it was so worth it.

**Q: Favorite Phrase**

A: "I've seen paradise so I am all set!" I said this before I jumped out of a plane in Hawaii.