

# SporeNews

## biological indicators newsletter

Volume 10, No. 3

### Superior Support for Superior Products

Mesa is a unique company with two facilities manufacturing its biological indicator product lines – one located in Omaha, Nebraska, and the other in Bozeman, Montana. Each site is dedicated to offering the highest quality products and our veteran workforce provides an extensive source of knowledge for our customers.

In this technology-rich world, Mesa utilizes numerous platforms to help achieve our goal of educating consumers on the ever-changing science of sterilization. While other companies use these resources as a replacement for personal contact, we at Mesa strive to make reaching our knowledgeable personnel easier than ever. Our promise is to provide superior support for superior products.

As changes continue to occur within our company, we would like to take this opportunity to introduce you to Mesa's Customer Service and Technical Support Teams.



Meet Nanette Vana! Nanette's love of life is very evident in her positive attitude and upbeat personality. Her job history has always included some aspect of customer service as she is truly a 'people person'. Previously she has worked as a medical assistant and personal banker. She has been a member of the Omaha Customer Service Department since 2008 and became the Customer Service Lead in 2012. Nanette is also a member of the Omaha Safety Committee. In her spare time she rescues bunny rabbits, both domestic and wild. Her favorite job is being a mom to her wonderful children - one son and three daughters. You can contact Nanette at [nvana@mesalabs.com](mailto:nvana@mesalabs.com) or at (303)-987-8000 X 10212.

Matt Sebron started his career at the Mesa Labs Omaha Facility working in the Shipping and Receiving Department and then transitioned into the Customer Service Department. Matt's experience with the assembly, packaging and shipping of Mesa products has given him a solid background to effectively answer Customer Service inquiries. Matt has a great sense of humor and the ability to put others at ease by making them smile and laugh. Matt was born and raised in Omaha and is a huge Cornhuskers football fan. He has an amazing girlfriend and a wonderful yet psychotic cat. You can contact Matt at [msebron@mesalabs.com](mailto:msebron@mesalabs.com) or at (303)-987-8000 X 10213.



Chris Deshner was born and raised in Montana and she joined Mesa Labs when her family moved to Bozeman in 1999. Chris started her career as an Administrative Assistant assisting with such duties as preparing presentations and with product 510k filings. Her lengthy tenure with Mesa has helped build a foundation for her BI knowledge. She has cross-trained in several areas over the years becoming a member of the Bozeman Customer Service Team in 2010 and Customer Service Lead in 2012. Chris is extremely detail-oriented. She has been married for 31 years and has two grown children. In her free time she enjoys spending time with her family, watching TV, reading and doing puzzles. You can reach Chris at [cdeshner@mesalabs.com](mailto:cdeshner@mesalabs.com) or at (303)-987-8000 X 10306.



Meet Stanley Niles! Stanley has been employed with Mesa Labs for just over 5 years. He started in the Assembly and Packaging Department as a Machine Operator and two years ago transitioned into the Customer Service Department. His hands-on experience with the final assembly of Mesa's full catalogue of BIs has given him a solid background to effectively answer Customer Service inquiries. With his constant desire to learn, Stanley has become very knowledgeable about our Apex product line. He spends his free-time playing with his beautiful daughter Sophie and traveling throughout the state on his motorcycle with friends and co-workers. You can reach Stanley at [sniles@mesalabs.com](mailto:sniles@mesalabs.com) or at (303)-987-8000 X 10308.

Hailey Renner has been with the Mesa Labs Bozeman Facility for three years. She began her career in the Production Laboratory as an Analyst, giving her considerable experience in resistance assessment as well as first-hand knowledge of proper BI use. She transitioned to Customer Service in 2012. Hailey has served on the company's social committee and is currently a member of the internal audit team. With a degree in Biological Sciences from Montana State University, she has a background in fisheries sciences as well as the service, banking and retail industries. Outside work, she enjoys exploring the Bridger Mountains and her insurmountable imagination. An avid fencer, Hailey assists in instructing at the local club. You may reach Hailey at [hrenner@mesalabs.com](mailto:hrenner@mesalabs.com) or at (303)-987-8000 X 10329.



Meet Nicole Robichaud (pronounced Robe-i-show)! With a BS in Biological Sciences from Montana State University, Nicole has worked at the Mesa Labs Bozeman Facility for six years. She worked in The Spore Cultivation Laboratory for almost 5 years before transferring into the Quality Assurance Department in 2012. With her broad knowledge and experience in the industry, she then transitioned into Scientific and Technical Services. Nicole is a very detail-oriented person frequently changing and organizing internal documents in order to reflect correct practices. Nicole has a wonderful husband and a beautiful 3 year old son. Her free time is spent with her family enjoying the outdoors while bicycling, hiking and camping. You can reach Nicole at [nrobichaud@mesalabs.com](mailto:nrobichaud@mesalabs.com) or at (303)-987-8000 X 10342.

Crystal Hostler has been a member of the Mesa Labs Bozeman Facility for 3 years. She has served as a Microbiological Scientist in the BI Production Laboratory and Apex Production Laboratory, and more recently as a Scientific and Technical Services Representative. She graduated from Duke University with a BS in Biology and trained in Microbiology while employed with the Quaker Oats Company. Originally from Pennsylvania, she moved to Montana over 23 years ago with her husband. They have three beautiful daughters who she home schooled for 13 years before returning to the professional workforce. Crystal lives out in the country 40 miles from Bozeman. She loves gardening, cooking, and visiting with friends. You can reach Crystal at [chostler@mesalabs.com](mailto:chostler@mesalabs.com) or at (303)-987-8000 X 10328.



Kellie Matzinger has been a part of the Mesa Labs Bozeman Facility for over 12 years. Kellie has a BS in Microbiology from Montana State University. She has held positions in the Spore Cultivation Laboratory, BI Production Laboratory, Scientific and Technical Support Department and most recently has been appointed Customer Service Manager. Her experience in so many facets of Biological Indicator production, combined with her customer service skills, allows her to be very effective in her new position. In her free time she enjoys boating with her family, hiking and spending time with her two beautiful daughters. You may reach Kellie at [kmatzinger@mesalabs.com](mailto:kmatzinger@mesalabs.com) or at (303)-987-8000 X 10317.

The Customer Service representatives at both locations are eager to assist with pricing, availability and lead times for our products via phone and e-mail.

The Customer Service Department at our facility in Omaha can be reached at (303) 987-8000 X 10030 or at [bicustomerservice@mesalabs.com](mailto:bicustomerservice@mesalabs.com).

The Customer Service Department at the Bozeman facility can be reached at (303) 987-8000 X 10040 or at [bozcustserv@mesalabs.com](mailto:bozcustserv@mesalabs.com).

Our Technical Support representatives would be happy to assist you with product information, technical advice and sterilization recommendations. You can reach our technical support team at (303) 987-8000 X 10042 or at [bi-support@mesalabs.com](mailto:bi-support@mesalabs.com).