

“The one constant thing about Smile is change. As Smile continues to grow, the need for adaptability and innovation is a necessity. I collaborate with my staff on a monthly basis on ways to simplify and improve our customer experience. By providing superior support to our customers, we empower them to focus on their core business.”



**CATHY HETHERINGTON**  
Vice President of Operations

### **SUCCESS:**

My professional development over the last 12 years at Smile Business Products has taken me from a Service Dispatcher to becoming the Vice President of Operations. Smile has given me the opportunity to work with and learn from successful and talented people. Through multiple acquisitions, two Enterprise Resource Planning (ERP) software conversions, growing to eight Smile locations, managing the State of California Multi-function Device (MFD) contract, technology advancements, consistent Smile growth and daily challenges, I have continued to learn and adapt alongside hard working people striving to provide superior service.



*Your Office Technology Partner*

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