CUSTOMER SERVICE

Jessica Trevena
Department of Public Safety, Correction Enterprises

Jessica Trevena serves the North Carolina Department of Public Safety's Division of Correction Enterprises as a leading sales and customer service representative, managing large custom printing, framing and matting jobs produced by the state's offender population. She began her career with the State of North Carolina, however, as an incarcerated individual hoping to gain employable job skills. She worked as an administrative clerk in the Quick Copy Center. She was later promoted to work release and was hired permanently upon release.

Trevena's commitment to providing an exceptional experience for her clients is evident in her customer service rating and customer satisfaction surveys. Of the 445 surveys submitted to Correction Enterprises since March 30, 2021, 74 responses mentioned Trevena by name and recognized her exceptional performance.

"I hope Correction Enterprises realizes what a gem they have with Jessica," wrote one respondent. "Whenever I reach out to Jessica, she is immediate in her response with a resolution. She has the best customer service skills I have ever encountered!" stated another.

Those who work closely with Trevena hail her as "Wonder Woman." When a sales account executive position became available in Spring 2020, Trevena agreed to take on these responsibilities while still handling her other assignments. Since then, she has played a key role in reviving previously lost relationships with several agencies, leading to an increase of over $600,000 in sales.

Even with her many responsibilities, Jessica Trevena finds the time to be a team player and help her colleagues at Correction Enterprises. She advocates for its offender-transforming mission and consistently goes above and beyond the expectations of her customers and her team. Her dedication, superior customer service and her ability to serve as a role model make her an invaluable employee and an asset to the State of North Carolina.