

# Meet some of the team members that make up EBSCO Oceania

Don't hesitate to reach out to any of the team members.



## **Sales** | Katie Duff - *Sales Director* (Based in VIC)

Katie leads a team of Account Executives across Australia and New Zealand for all library types, and all markets. If you are after information on product, interested in a trial or have any general inquiries, Katie and her team are a great place to start. [Get in touch with Katie here.](#)



## **Training** | Nadia Davis - *Manager, Customer Training Services* (Based in QLD)

Nadia manages a team that trains libraries of all types on EBSCO's products and resources. You can find the public facing complimentary [training schedule here](#) or keep informed and sign up to the [monthly training newsletters here](#). You can also [get in touch](#) with Nadia to enquire about customised training for your organisation.



## **Customer Account Managers (CAMs)** | Gisela du Plessis - *Manager, Customer Service* (Based in NZ)

Gisela leads a service team across Oceania assisting customers with their SSD subscriptions and publisher related queries. Her team will ensure that customers' subscription orders with the publishers are accurate, aiding fulfilment and resolving all order queries that may arise.

[Get in touch with Gisela here.](#)



## **Technical Support** | Karni Heng - *SaaS Support Representative Team Leader* (Based in VIC)

Karni leads a local team supporting customers with any technical issues. If you require technical support the easiest way to get in touch with Karni and her team is through [EBSCO Connect](#).



## **Library Service Engineers** | Cameron Thomas - *Library Service Engineer* (Based in NSW)

Cameron maximizes the research experience of EBSCO SaaS customers and their end-users. He is skilled in information applications and technical conversations so [get in touch with Cameron](#) for any questions unique to your institutional set up.



## **Local Publisher Relations** | Bonnie Tran - *Publisher Relations Manager* (Based in VIC)

Bonnie works closely with publishers around the Oceania region to bring the latest local content to EBSCO resources. [Get in touch with Bonnie](#) if you have suggestions or ideas on content you would like added.



## **Clinical Decision Support** | Monica Ding - *Clinical Decision Manager for Oceania* (Based in QLD)

Monica provides clinical tool implementation and training across Oceania for products including [DynaMed](#) and [Dynamic Health](#). If you have any questions about any of EBSCO's clinical decision support tools you can [contact Monica](#) for more information or options for training.