

Contact Juvare Support

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If you need further assistance, contact Juvare Support. We are available 24 hours a day, seven days a week.

- **Email:** support@juvare.com
- **Call:** 877-771-0911

Our Support Team

Our support team is ready and willing to help with technical questions about your Juvare solutions. Our team is an agile group, with vast experience and knowledge that includes a comprehensive understanding of IT principles, as well as advanced software and hardware capabilities. Everyone on the team enjoys sharing their skills and finding solutions.



Carlos Trigo

Director, Product Support

Carlos came to Juvare with more than 20 years of experience in customer and end-user support, mainly in the healthcare industry. He holds several certifications, including IT project management.

Carlos currently lives in Pittsburgh, PA, with his wife and kids. In his free time, he enjoys learning (mostly useless) new skills and he is an amateur beekeeper.



Elaine Schweitzer

Manager, Product Support

Elaine brings 20 years of Juvare product and client services experience to the Juvare Support Center, where she does what she loves best – supports Juvare clients. Her background includes degrees in Health Information Administration and Healthcare Informatics, as well as 20 years of hospital experience.

Highlights of Elaine's Juvare career include working in the HHS situation room post-Katrina, participating on-site at numerous large scale disaster exercises all over the country (including the Bellagio Hotel in Las Vegas and Universal Studios in Orlando), supporting patient tracking at President Obama's inauguration and Mardi Gras, as well as spending an entire Bruce Springsteen concert in a medical tent remotely supporting mass evacuations in Louisiana post-Hurricane Gustav. Elaine also worked in Juvare's Lithuanian office for a year.



Jason Goff

Assistant Manager, Product Support

Jason has been with Juvare since September 2014. He brings over 15 years of experience providing excellent customer support to the team.

Outside of work, Jason enjoys reading, playing board and video games with his family, and binge watching television shows with his wife, usually a full season behind release.



Matthew Ajoseh

Product Support Specialist II

Matthew joined the team in May 2018 with several years of experience providing exceptional customer support. At work, he strives to be a reliable team player by keeping a positive attitude, maintaining integrity, learning and applying new information, and he desires to exemplify his skills and attributes to benefit each client.

In his spare time, Matthew enjoys spending time with family, exercising, reading, and watching action movies and documentaries.



Alla Akiyeva

Product Support Specialist II

Alla started working for Juvare as a Product Support Specialist in December, 2020. She has been supporting the EMSuite solutions, including Juvare Events, as part of our vaccination solution. Alla loves helping people navigate the products, digging in to research and solve problems, and training new team members.

Alla lives in the metro Atlanta area with her husband and she enjoys reading, listening to podcasts, traveling and attempting to learn new languages in her spare time.



Rawle Alexander

Product Support Specialist

Rawle started working for the Juvare Support Center in November 2018. He brings several years of experience in customer service and technical support to the job. Additionally, he has undergraduate degrees in Psychology and Sociology and a master's degree in Information Systems Management. Rawle loves to solve problems and help clients.

On his days off, Rawle can be found traveling, taking photographs, listening to music, watching movies, and cooking.



Rusne Ciuprinskiene

Product Support Specialist

Rusne started with Juvare in May 2021 in the Kaunas, Lithuania office. She has been working in customer support since 2008, gaining experience in various types of projects and companies – from credit control to healthcare. She has a bachelor's degree in Psychology and master's degree in Strategical Leadership (HR). In her free time, Rusne enjoys cycling, travelling, and painting.

Adam Gilmore

Product Support Specialist

Adam has been working in healthcare IT for a little over eight years now. He loves technology and continues to read up on new tech. In his free time, Adam loves to eat good food, hike, and watch sports.

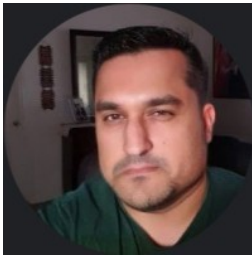


Dakota Henry

Product Support Specialist III

Dakota is joining Juvare with 10 years of IT experience in product support, knowledge base documentation, and process improvement. He also has ITIL 4 certification and a passion for improving workflows.

When not working Dakota spends most of his free time with his wife and 2 cats, playing video games, collecting tattoos, and practicing amateur photography.



Ataur Rasool

Product Support Specialist II

With over 13 years of customer service and 10 years of IT experience, Ataur is known for wearing many hats. He is capable of writing technical documentation to reflect internal and external communications and competencies, has a great knack for video games, and is an avid aquatic plants enthusiast.

Lilly Silknetter

Product Support Specialist II

Lilly has been providing technical support to healthcare and emergency response clients for over five years. Since joining Juvare in 2021, she has enjoyed exploring the various Juvare solutions and welcoming new employees to the team through orientation and training. She looks forward to growing her knowledge of Juvare's EMSuite applications and providing an excellent experience for clients.

Lilly lives in Pittsburgh and stays busy cooking, baking, reading, and playing fetch with her yellow Lab, Gingerbread.



Christopher Steenrod

Product Support Specialist II

Chris has been providing technical support to healthcare and emergency response clients for over five years. At Juvare, he strives to be a jack-of-all trades by being nosy and finding excuses to learn new aspects of our products.

In his spare time, Chris enjoys exploring the city, playing games, and watching way too many cartoons.



Alex Wurst

Product Support Specialist

Alex brings 12 years of customer service experience to the Juvare Support team. He also has a lifelong interest in adopting technology solutions to support both personal goals and industry challenges. Alex's passions include DND, video games, traveling, his dog, board games, problem solving, COFFEE, and food.