NEWS RELEASE

HSG Laser • 780 Belden Ave. • Addison IL 60101
Phone: +1 (630) 359-5861 • Email: us@hsglaser.com
Visit Us: www.hsglaser.com

February 20, 2025

HSG Laser Announces New Customer Service & Support Team for North America

Addison, Chicago, [18th Feb 2025] — **HSG Laser**, a global leader in metal shaping equipment and solutions, operation headquartered in Addison, Chicago, is proud to announce the formation of its new local customer service team in North America. The team will be led by **Fernando Ramos**, appointed as the **Customer Service Manager** for the U.S., Canada, and Mexico. Joining Ramos is **Ricardo Herrera**, recently appointed as the **Spare Parts and Warehouse Manager** at HSG Laser U.S.

With over 14 years of experience in the global industrial sector, **Ramos** brings a wealth of knowledge to the role. He has held distinguished positions at **Amada** in both Mexico and the U.S., as well as at **BLM Group**, where he earned a stellar reputation for his commitment to exceptional customer service and technical expertise. In his new role, Ramos will oversee service operations, technical support, and spare parts management, ensuring high-quality service for HSG Laser customers across North America.

Joining Ramos is **Ricardo Herrera**, who has been appointed as the **Spare Parts and Warehouse Manager** at HSG Laser U.S. Ricardo will be responsible for overseeing day-to-day inventory management operations, ensuring efficient stock control, and maintaining a well-organized warehouse. With a diverse background in logistics and operations, including roles as Domestic Coordinator for a freight forwarder, OSD Manager, and Forklift Operator, Ricardo brings a strong foundation of expertise that enables him to manage complex systems and drive operational efficiency.

HSG Laser is confident that the newly formed customer service team will significantly enhance its service capabilities and improve customer satisfaction throughout North America. The company remains committed to providing world-class support to its customers, backed by a knowledgeable and dedicated local team.

Founded in 2006, HSG has swiftly risen to prominence as a global leader in metal shaping equipment and automation solutions. With an installed base of over 25,000 machines worldwide and a workforce exceeding 1800, HSG has rapidly become a trusted partner across numerous industries.

For more information about HSG Laser and their new North American Service Team contact HSG Laser/ 780 Belden Ave, Addison, IL 606101/ Phone: +1 (630) 359-5861 Email: us@hsglaser.com/ Or Visit Us: www.hsglaser.com

– MORE –

Jack Xu 1125

NEWS RELEASE

HSG Laser • 780 Belden Ave. • Addison IL 60101
Phone: +1 (630) 359-5861 • Email: us@hsglaser.com
Visit Us: www.hsglaser.com

February 20, 2025

HSG Laser Announces New Customer Service & Support Team for North America

Addison, Chicago, [18th Feb 2025] — **HSG Laser**, a global leader in metal shaping equipment and solutions, operation headquartered in Addison, Chicago, is proud to announce the formation of its new local customer service team in North America. The team will be led by **Fernando Ramos**, appointed as the **Customer Service Manager** for the U.S., Canada, and Mexico. Joining Ramos is **Ricardo Herrera**, recently appointed as the **Spare Parts and Warehouse Manager** at HSG Laser U.S.

Fernando Ramos

Ricardo Herrera

Founded in 2006, HSG has swiftly risen to prominence as a global leader in metal shaping equipment and automation solutions. With an installed base of over 25,000 machines worldwide and a workforce exceeding 1800, HSG has rapidly become a trusted partner across numerous industries.

For more information about HSG Laser and their new North American Service Team contact HSG Laser/ 780 Belden Ave, Addison, IL 606101/ Phone: +1 (630) 359-5861 Email: us@hsglaser.com/ Or Visit Us: www.hsglaser.com

– END –

Jack Xu 1125