



**OPPORTUNITY** MARKETING PIECE

## **GLOBAL SALES MANAGER — CATALYTICS**

LOCATION | **Stow, OH**

POWERED BY ROPELLA'S  **SMART** Search System™



FOR MORE INFORMATION, CONTACT:  
**ERIC KRAUSE**, President  
850.564.2853 | [eric@ropella.com](mailto:eric@ropella.com)





MAKING THE WORLD A BETTER HOME

## ABOUT **SAINT-GOBAIN NORPRO**

### REFINING, PETROCHEMICAL, CHEMICAL, ENVIRONMENTAL & GAS PROCESSING INDUSTRIES

Saint-Gobain NorPro's advanced ceramic technologies span well over 100 years with well-known solutions for fixed bed reactor processing and heat & mass transfer applications. They are the leading supplier of custom catalyst carriers, bed topping media, support media, mass transfer media and support assemblies, and regenerative thermal oxidation packings.

Many of their brands dominate the industry from their Denstone® bed support and MacroTrap® guard bed media, to their recognized Aludur® and Proware™ ceramic formulation materials and their newer Accu® spheres catalyst carrier product line. 90% of their catalyst carriers are co-developed with customers from an impressive range of materials ranging from alumina to zirconia.

Saint-Gobain NorPro's core competence is mastering ceramic materials in combination with precision manufacturing capabilities and techniques. Saint-Gobain NorPro's commitment to quality and the environment is evidenced by the fact that all of their sites maintain an Integrated Management System (they call it "NIMS" for NorPro Integrated Management System) that is fully compliant with the requirements of ISO 9001 (Quality) and ISO 14001 (Environment).

They are challenged to further invent themselves in defining even higher standards to ensure that they meet your critical demands and the demands of the environment. Their catalyst carriers, as an example, are designed with their customers to improve their efficiencies and help minimize the formation of CO<sub>2</sub>. Saint-Gobain's investment in research and development allows them to develop the next ceramic media.

[NORPRO.SAINT-GOBAIN.COM](http://NORPRO.SAINT-GOBAIN.COM)

# SAINT-GOBAIN NORPRO'S HISTORY

Saint-Gobain NorPro has been servicing the petrochemical, chemical, refining, environmental and gas processing industries for well over 100 years . . . an evolving company that started as United States Stoneware Company in 1859, producing chemical stoneware in the design and fabrication of random packing used in chemical processing reactors.

Norton Company acquired United States Stoneware in 1966, and from there, the company was named Norton Chemical Process Products (Norton CPPC) and grew to include not only ceramic random packing for heat and mass transfer applications, but custom catalyst carriers and catalyst bed support media for refining, gas processing and petrochemical applications.

Saint-Gobain, one of the largest industrial corporations in the world, acquired the Norton Company in 1990. The Norton CPPC name was changed to Saint-Gobain NorPro to reflect the change in ownership and direction. Today, Saint-Gobain NorPro is an international company with an undisputed leadership position in providing an impressive collection of engineered ceramic media and shapes.



## SOLUTIONS FOR NOW AND THE FUTURE

Saint-Gobain NorPro is proud of its elaborate research and development facilities, diligently working towards providing customers with the latest technology to improve the overall process and bottom line for their customers. Their history shows that they are prepared for the long haul. They will do whatever it takes to imagine, develop and manufacture technology-driven ceramic solutions to meet your next challenge.

## WORLD CLASS MANUFACTURING

Saint-Gobain NorPro operates seven world class manufacturing facilities on three continents. Their strategically located manufacturing facilities in Asia, Europe, and the United States maintain the strictest product and material standards and provide the same consistent high-quality and outstanding service to customers the world over. As part of their ongoing commitment to quality, they continue to track their performance with an eye toward further improvements. Saint-Gobain NorPro's customers benefit in knowing that the company's reputation is fueled by their desire to be the best.

# PRODUCTS OFFERED



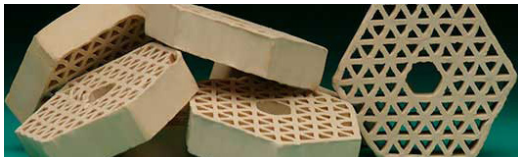
**DENSTONE® SUPPORT MEDIA**



**MASS TRANSFER PRODUCTS**



**CATALYST CARRIER**



**REGENERATIVE THERMAL OXIDIZER**



**BED TOPPING MEDIA**

## CATALYST CARRIER SOLUTIONS THAT DELIVER

Saint-Gobain NorPro is the largest supplier of merchant catalyst carriers in the world. It's not products, but solutions, that their customers/partners have come to expect. They have a profound understanding of catalysis and catalytic applications and a definitive knowledge of catalyst carriers. They deliver products that deliver improved Catalysts with ever improved Selectivity, Activity and Extended Life. Their commitment to developing custom catalyst carriers stems from a 65+ year history. They develop the carriers, and their catalyst customers take the carriers and add metals and dopants to create finished catalysts for use in fixed bed processing units or slurry bed reactors.

### CO-DEVELOPMENT IS KEY TO CATALYST CARRIER INNOVATION

Saint-Gobain NorPro works exclusively with their catalyst clients to custom engineer the physical and chemical properties — from a range of raw materials and shapes — for each specific application requirement. In fact, over 90% of their sales are related to custom proprietary catalyst carrier projects.

### *SELECTIVITY + ACTIVITY + LIFE*

Their development efforts with catalyst clients and processors ultimately benefit catalyst selectivity, activity, and life of the catalyst. Improvements in this area can equate to substantial savings in the range of millions of dollars a year in a large-scale plant.



## DEVELOPMENT AND PRODUCTION

*Saint-Gobain NorPro are experts in catalyst carrier development and production with a multitude of capabilities:*

- Raw material selection know how
- Materials science technology
- Tailored carrier properties / chemistry
- Forming technology
- Firing technologies
- Scale-up from our Stow, Ohio semi-works facility
- Consistent large-scale production

# Accuspheres®

## NEW "MICRO" SIZE CATALYST CARRIER SPHERES

**Accu Catalyst Carrier Spheres** from Saint-Gobain NorPro Saint-Gobain NorPro's new "micro" sized Accu® sphere catalyst carriers meet the industry's ever-growing demand for small diameter spherical catalyst carriers for catalytic systems with its 0.3mm to 4.0mm size range.

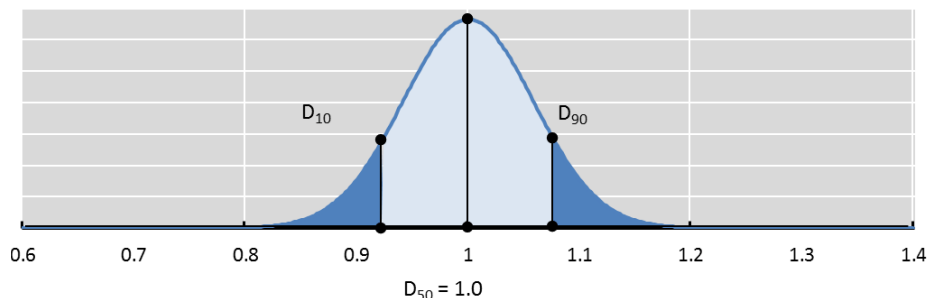
This new size range provides high-geometric surface area, uniform packing and even flow distribution for use in slurry or moving bed reactors, especially where coking and constant catalyst generation is required. Accu spheres are available in multiple formulations, compositions and properties, including an expanded variety of chemistries and mixed oxides (alumina, silica, titania, zirconia) tailored to meet exact customer requirements.

### ACCU® SPHERES' KEY ATTRIBUTES

- Narrow size distribution
- Excellent control to average particle size
- Control of porosity
- Alumina, silica, titania, zirconia and mixed oxides
- A gradient of chemistries within each particle is possible

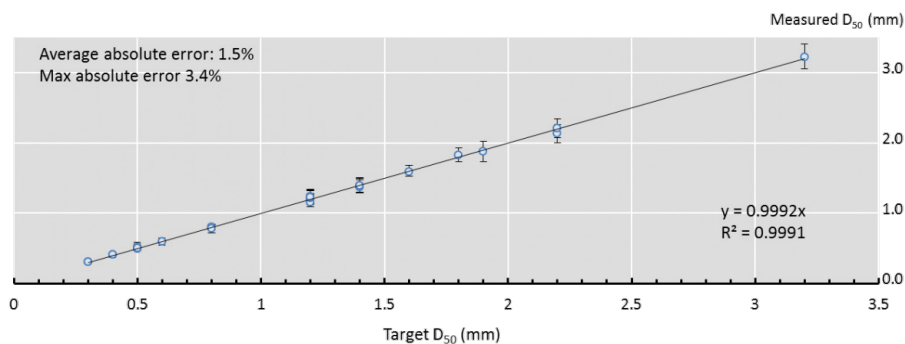
### TYPICAL SIZE DISTRIBUTION & CAPABILITY

#### TYPICAL SIZE DISTRIBUTION



$$\text{Span} = \frac{D_{90} - D_{10}}{D_{50}} \leq 15\%$$

#### AVERAGE SIZE CAPABILITY




# CULTURE AT **SAINT-GOBAIN NORPRO**

Saint-Gobain NorPro is a company driven by the ambition to invent a more sustainable and tangible future for everyone's life, for the way they work, take care of themselves or get around.



Joining Saint-Gobain means joining a community of men and women with the convictions and talents to live up to this ambition and make it a lever for performance and innovation!

As employees, they are committed to inventing materials-based solutions that contribute to the well-being of each and the future of all. They innovate in an enterprising environment that challenges their entrepreneurial spirit and creativity. At Saint-Gobain, human values are lived out on a daily basis and drive them to develop themselves through personalized support to open up the range of possibilities together and allow everyone to achieve their goals.



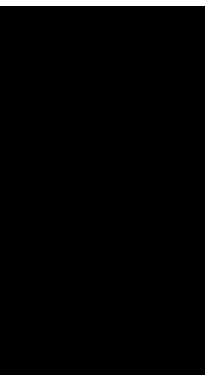
“  
*We used our headquarters as a living laboratory to learn what to do and what not to do.*  
”

- Stan Gatland, Manager of Building Sciences and Comfort



“  
*We need to make sure the people we recruit reflect the diverse communities we live in.*  
”

- Rochelle Samuel, Process Engineer II



“  
*Digital technology allows us to be creative in areas where we were restricted before.*  
”

- Barb McDonough, General Manager



“  
*The products we manufacture have a direct impact on our local and global communities.*  
”

- Corey Meyer, Quality Engineer at Saint-Gobain Crystals



This year, Saint-Gobain was again awarded the “**TOP EMPLOYER GLOBAL**” certification for the sixth consecutive year. Only 16 organizations in the world have received this distinction.



**TIHANA TRESLER**  
*Commercial & Strategy Director*



Tihana Tresler began her 15-year-long oil and gas professional carrier in 2006 as a part of the Saint-Gobain Research and Development team. During her eight years in R&D, Dr. Tresler worked in new product development and was in charge of Global Research Operations for NorPro's upstream business—Proppants. In 2014, she became Global Marketing Manager for SG Proppants. In 2016 she became the Proppants Global Sales Director where she gained extensive experience in conducting sales in China and the Middle East. During this time, she was also a Marketing Innovation Manager for the Ceramics division of Saint-Gobain which allowed her to develop a strong network of peers within the Saint-Gobain group. Later Tihana became a General Manager for the Proppants business. Currently Tihana is a Commercial and Strategy Director for NorPro's Catalytic and Process Ceramics business where her primary drive is, on top of providing top customer service to existing clients, to capture sustainability driven opportunities for NorPro business. Tihana is a strong believer in innovation and seeks it in all parts of business, not just R&D. The ability to create and enable are two forces that motivate her. Her team members describe her as a coach that listens, respects others, and evokes trust.

Tihana is originally from Croatia. She holds a Bachelor's Degree in Inorganic Chemistry from the University of Zagreb, Croatia, and M.S. and Ph.D. degrees in ceramic engineering from the University of Missouri-Rolla. She holds nine U.S. patents and has authored and presented numerous technical publications. She is a mother of two teenage girls and an owner of three large gardens where she grows way too many tomatoes. Tihana loves fishing and hunting and enjoys cooking her catch for her family.

## POSITION OVERVIEW

## GLOBAL SALES MANAGER - CATALYTICS

SAINT-GOBAIN NORPRO

**ROLE SUMMARY**

*As a Global Sales Manager for Catalytics, the candidate will be expected to Maximize sales and achieve sales growth in all product lines. Deliver acceptable profit margin and sales (production) volume. Cultivate new customers and generate sales of new products. Introduce new products to customer R&D and/or plant functions; convince customers to test them, put them in pilot tests and plant trials to work towards full commercial use of the product. Manage long-term customers through relationship selling and co-development projects. Manage catalog sales and internet-based sales channels.*

**ESSENTIAL FUNCTIONS**

- Direct Customer Engagement with existing and potential customers:
  - Develop and grow key client relationships to develop working relationships with key decision-makers
  - Drive understanding and improvement of customer journey
  - Identify portfolio gaps and build business case for new product development
- Directly settle as many customer issues as possible
- Drive profitable execution of business opportunities:
  - Identify and pursue co-development opportunities
  - Build strategic partnerships
  - Managing contract relationships and performance
  - Strategic filtration of new business opportunities aligning with business objectives
  - Analyze competition and consumer trends
- Optimize business opportunities by providing technical interaction and market input to R&D to develop new products and offerings for oil and gas markets as well as work closely with marketing to execute marketing materials and programs
- Attend industry trade shows, technical meetings and industry functions to provide up to date market intelligence in all areas of responsibility.
- Define and develop the annual sales budget and plan processes by preparing annual sales and expense plans for the area. On monthly basis position providing 4 month forecast, monitoring and tracking of business sales, quote activity and average price evolution using CRM (Salesforce)
- Manage up to 6 direct reports including coaching, mentoring, identifying development opportunities, performance management, goal setting and training.



**PRACTICAL/ TECHNICAL KNOWLEDGE**

- Strong communication and interpersonal skills; must be able to interface with both upper management and strong R&D level customer. Ability to work with many levels and functions of inside and outside customers.
- Solid understanding of chemistry, chemical processes and chemical market
- Advanced public speaking and presentation skills. Good computer skills, including knowledge of business software including PowerPoint, Excel, Salesforce, etc.
- Proficiency in using CRM tools (Salesforce is a plus)

**QUALIFICATIONS**

**Education**

- Bachelor of Science in Engineering or Chemistry (required)
- Master’s Degree in Business Administration or advanced sciences (preferred)
- PhD in Advanced sciences (preferred)

**Work Experience**

- 8+ years of experience in catalyst, carrier or closely related technical product sales, or industrial sales to chemical plants and/or refineries.
- Worked in sales areas requiring long-term relationship selling and co-development projects.





## ABOUT **STOW, OHIO AND SURROUNDING AREAS**

### **STOW, OH**

Mid-sized industrial city  
- Northeastern Ohio, 40  
miles south of Cleveland.

#### POPULATION

**34,743**

*+0.8% SINCE 2010*

#### UNEMPLOYMENT RATE

**5.5%**

#### MEDIAN INCOME

**\$64,073**

#### MEDIAN HOME PRICE

**\$184,100**

#### MEDIAN AGE

**40.8**

#### COMFORT INDEX (CLIMATE)

**6.7/10**

### **CLEVELAND, OHIO**

Cleveland is an invigorating city with many friendly and inviting places to live, learn, work, and play. It's buzzing with business, culture, knowledge, and entertainment. Being the second largest city in Ohio and the county seat of Cuyahoga County, it is no surprise that over 475,000 people call themselves Clevelanders. Built on the bedrock of innovation, the Cleveland region continues to renew and reinvent itself. Offering everything from education to ideal shopping locations, Cleveland has whatever its residents need or want.

The Cleveland Metroparks include a ring of 18 parks in and around Cleveland, known locally as the "Emerald Necklace". Sure, you can hike, bike and jog to your hearts content in the Cleveland Metroparks, but it's the unexpected extras, from sprawling lakefront beaches to lush golf courses that truly set this collection of parks apart. Down in a valley, multiple worlds away from downtown, sits the Cleveland Metroparks Zoo which features one of the largest primate collections in North America.

More than 3,000 animals live here, spread over 183 rolling, wooded acres.

The Cleveland Cultural Gardens date back to 1916 and stretch three miles along Martin Luther King Jr. Drive and East Boulevard near University Circle. There are 29 established gardens and eight in the works. They are unique in America, a collection of varied, landscaped gardens honoring the rich ethnic diversity of a city that has evolved over nearly 100 years.

A glimpse at the skyline will introduce the dazzling construction Cleveland has to offer. Many of the city's government and civic buildings, including City Hall, the Cuyahoga County Courthouse,

the Cleveland Public Library, and Public Auditorium, are clustered around an open mall and share a common neoclassical architecture. Built in the early 20th century, they are the result of the 1903 Group Plan, and constitute one of the most complete examples of City Beautiful design in the United States. The two newer skyscrapers on Public Square, Key Tower (currently the tallest building in Ohio) and the BP Building, combine elements of Art Deco architecture with postmodern designs. Cleveland is both historically and architecturally attractive.

Cleveland's professional sports teams include the Cleveland Guardians (Major League Baseball), Cleveland Browns (National Football League), Cleveland Cavaliers (National Basketball Association), Lake Erie Monsters (American Hockey League), and the Cleveland Gladiators (Arena Football League). Local sporting facilities include Progressive Field, Cleveland Browns Stadium, Quicken Loans Arena and the Wolstein Center. Residents enjoy all the city has at these different venues.

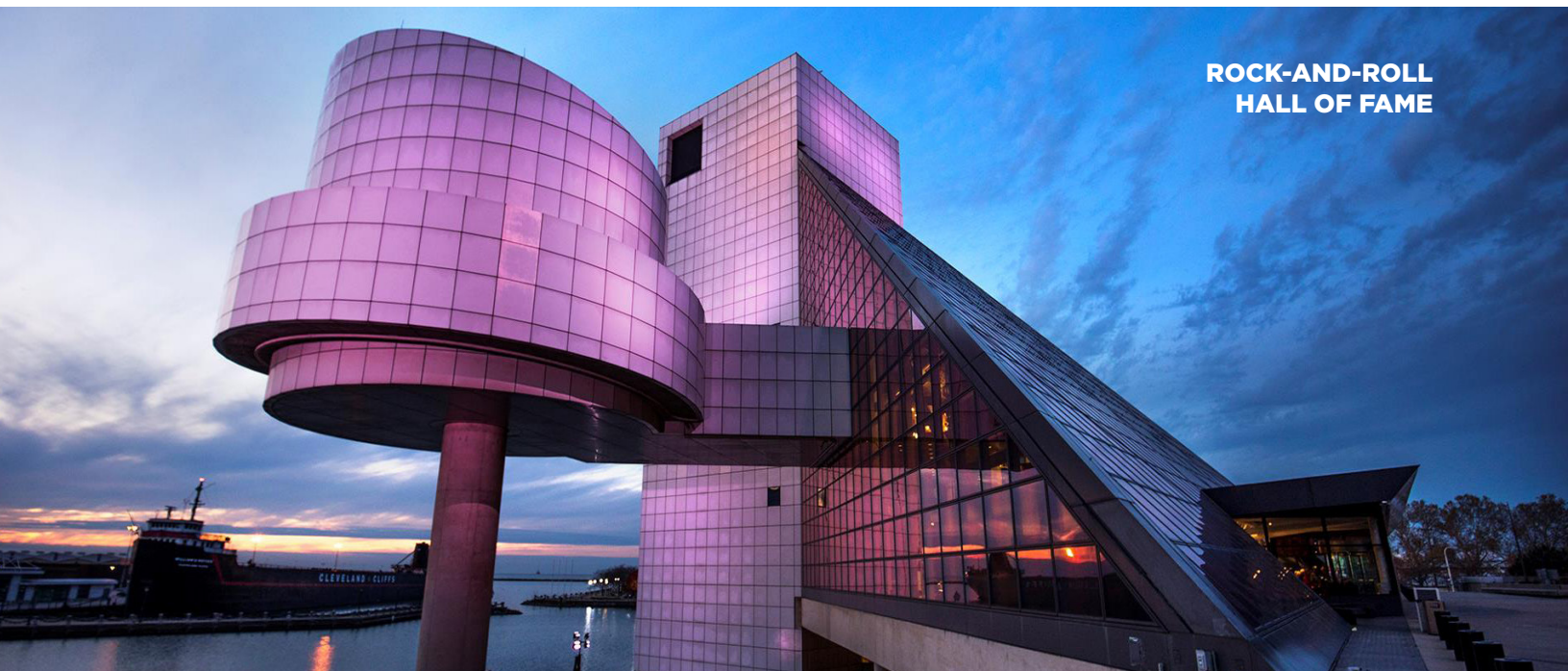
Cleveland has more than 30 colleges and universities and over 27,000 college graduates every year. Their respected institutions of higher learning are Kent State, Case Western Reserve University, Cleveland State, the University of Akron, and Youngstown State.



CLEVELAND GUARDIANS



CLEVELAND SKYLINE



ROCK-AND-ROLL HALL OF FAME

# STOW AND CLEVELAND, OHIO LINKS

## AREA LINKS

### City of Stow

stowohio.org

### City of Cleveland

city.cleveland.oh.us

### Positively Cleveland

thisiscleveland.com

## SHOPPING

### The Arcade

theclevelandarcade.com

### Beachwood Place Mall

beachwoodplace.com/en.html

### Steelyard Commons

steelyard-commons.com

## ARTS & ENTERTAINMENT

### Headtrip Brewery

headtripbrewery.com

### Great Lakes Brewing

greatlakesbrewing.com

### Cleveland Museum of Art

clevelandart.org

### Botanical Gardens

cbgarden.org

### Cleveland Metroparks Zoo

clemetzoo.com

### Rock-and-Roll Hall of Fame

rockhall.com

### Cedar Point Amusement Park

cedarpoint.com

## SPORTS

### Cleveland Guardians

mlb.com

### Cleveland Browns

clevelandbrowns.com

### Cleveland Cavaliers

nba.com/cavaliers

## EDUCATION

### Cleveland Metro School District

clevelandmetroschools.org

### Kent State

kent.edu

### Cleveland State University

csuohio.edu

