

Support Contacts

Hours of Operation

Shift	Hours (EST)
Shift 1	11:00 AM - 07:00 PM
Shift 2	07:00 PM - 03:00 AM
Shift 3	02:30 AM - 10:30 AM

Shift 1 (Near-shore)

Full Name	Role	Email	Contact Number
Giancarlo Lainati	Lead Support Engineer WD: 00240412	Giancarlo.lainati@gmail.com Giancarlo.Lainati@safelite.com	+56998429572
Lucas Martins	L1 Support WD: 00241837	lucasmmorais29@gmail.com Lucas.Martins@safelite.com	+55 51 98251-0682

Shift 2 (Near-shore)

Full Name	Role	Email	Contact Number
Vinicius Oliveira	L1 Support WD: 00241836	vmoliveira@pm.me Vinicius.Oliveira@safelite.com	+55 51 99756-1320
Lucas França	Lead Support Engineer WD: 00241322	lucas.g.franca@hotmail.com Lucas.Franca@safelite.com	+55 41 99721-7570

Shift 3 (Off-shore)

Full Name	Role	Email	Contact Number
Kunal Nigam	Lead Support Engineer WD: 00241323	kunalnigam8@gmail.com Kunal.Nigam@safelite.com	+91 9839557645
Pawan Pandey	L1 Support WD: 00241835	krishnakalia70@gmail.com Pawan.Pandey@safelite.com	+91 7011803059

Weekend Shift (Off-shore)

Full Name	Role	Email	Contact Number
Shalini Singh	L1 Support WD: 00241834	Shalinirajput536@gmail.com Shalini.Singh@safelite.com	+919910750363

Gauri Gupta	L1 Support WD: 00241832	ggupta@gmail.com Gauri.Gupta@safelite.com	+91 7895428070
Lavina Korani	L1 Support WD: 00241833	laviinakoru@gmail.com Lavina.Korani@safelite.com	+91 9509514880
Poygainathan Meiyanathan	L1 Support WD: 00241897	poygaimca@gmail.com Poygainathan.Meiyanathan@safelite.com	+91 7708634979
Deepak Kumar Yadav	L1 Support WD: 00241896	deepakramjiyadav97@gmail.com Deepak.KumarYadav@safelite.com	+91 7571847141
Sushant Kumar Priyadershi	L1 Support WD: 00241895	ersushant.connect@gmail.com Sushant.KumarPriyadershi@safelite.com	+91 9599752244

Safelite Supply Chain Contacts

Name	Role	Systems
Eric Gnagey	AVP over Supply Chain	All
Allen Butler	IT Supply Chain Manager	All
Weston Houin	Senior SA	Koerber
Levi Satterthwaite	Developer	GlassTrack