

# Meet The Team



**Erin Canuso**  
Manager, Client Services

As Olson Research's Manager of Client Services, Erin oversees key client relationships. In this role, Erin provides feasibility, pricing and methodology guidance for new project engagements, as well as maintaining an open partnership with long-standing clients to enable smooth, efficient transition of projects to Olson Research Group's Field Services Department.

## **What do you find most rewarding in your role?**

The most rewarding part of my role is seeing a project from the beginning stages through to successful completion – knowing that as a team we were able to provide an essential piece of the fieldwork puzzle and our client team has gained valuable insights.

## **How has your tenure at Olson Research prepared you for your current role?**

I am fortunate in that I have been able to serve multiple functions at Olson Research – serving as both a Project Manager and a Quality Control Specialist before transitioning to my current role in Client Services. Having that hands on experience of our operations and capabilities gives me a unique perspective in proactively identifying project challenges and working to creatively develop solutions.

## **Describe how you work with the fielding department to set up projects for success.**

I always enjoy being a part of those initial project discussions with the client when their objectives and methodology are just coming together. Valuable insights can be gained at this time, often before the complete fielding plan is finalized. I always aim to include the main Olson contact, our qualitative or quantitative Project Manager, early in this process, to provide as much background and knowledge transfer as possible. Having a full picture of the client's background and needs only serves to ensure we provide the very best client service and deliverables.

## **What is your best piece of advice for a client?**

Utilize our team as knowledgeable colleagues – many team members have a very long tenure, and as an organization we boast over 20 years of experience. Our team can often be your best resource when designing or executing a research project.

## **When I am not working, I like to...**

Try to keep up with my 18 month old twins!

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