# Alpine’s industry leading-edge software requires top-notch support, and we are ready to assist whenever you need it! Alpine’s Help Desk Team has over 50 years of experience in the industry, and they are passionate about ensuring our customers get the help they need in a timely manner. Meet the Helpdesk TEAM members: Laura Wiechert-Helpdesk Team Lead Laura has been with Alpine for 21 years. She graduated with a degree in Architecture from Ranken. She spent 2 years with the Software Training\Documentation Team and 17 Years as a Helpdesk Analyst. Laura’s hobbies include art/design, backpacking and camping.

**Gary Mueller**  
Gary has a wealth of knowledge in the component industry, with over 24 years of truss design experience. He began his career in the shop catching lumber, became a production manager and eventually found his way into truss design. In his free time, he enjoys golfing and boating with friends.

**Hannah Roberts**

Hannah has been with Alpine since November of 2022. She graduated with a degree in Architecture from Pitt Community. She has spent 8 years as a truss designer with an Alpine Customer. Her hobbies include reading, playing card games with friends, and violin.

A person with a beard

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**Joseph Maxwell**

Joseph has been with Alpine since September 2021. He has a Bachelor of Science in information technology from APUS. Joseph has worked in IT since 2009 filling multiple roles including: technician, project planning, and IT management. His hobbies include hiking, photography, and wood working.

******Nathan Mangoff**   
Nathan has been with Alpine since March of 2020. He has a Bachelor of Science in Computer Science from SIUE and has worked in numerous technical and customer support roles over the years. His hobbies include hiking, board games, and lifting weights.   
  
**Shawn DeLeonyPena**  
Shawn has been with Alpine for 8 years. He has been in many different positions in our truss plate making operations, including a press operator, material handler, and a process support technician for automation. His hobbies include off-roading, cruising in his classic car, and working out.

**Stephen Wehmeyer**

Stephen started working for Alpine on October 5, 1995, that is almost 25 years of experience. He has a Bachelor of Science in Engineering Management and Master’s in Business Administration with emphasis in information systems. Steve’s hobbies are coin collecting and fishing.

If you ever have any questions, we are here to help! We look forward to working with you!  
  
Sincerely,   
The Helpdesk Team  
Call: (866) 237-2878 - CST 7:00 am – 6:00 pm   
Email: Helpdesk@alpineitw.com   
Link: [Solutions Network](https://alpineitw.zendesk.com/hc/en-us/categories/200133547-Software-Support)