



"Customer service is like taking a bath; you have to keep doing it!"

Katie's approach to customer service is founded on the principle that excellent customer service is a never-ending process that doesn't happen by accident.

Katie has always known she would work in a customer-centric field since her first job as a hostess at a local pub in high school. After nearly a decade of working in restaurants she discovered a passion for research in college, which ultimately led her to trade in her apron for a cubicle at the Census Bureau.

At the Census, Katie gained experience in survey methodology along with data management and analytics. But it wasn't until she came to CCMC that her true professional focus became clear: figuring out the "science" behind delivering customers an outstanding experience time and time again.

Katie has had the opportunity to work with clients in a variety of industries across the globe. Her ability to plan ahead and multi-task has allowed her to manage some of the most complex survey projects with relative ease. But whether you are fielding a single survey in English or eight separate surveys in as many languages, her ability to create a cohesive and compelling story from the data never wavers.

Katie's approach to customer service is founded on the principle that excellent customer service is a never-ending process that doesn't happen by accident. She encourages her clients to focus on the customer experience by consistently demonstrating their commitment through measurement, communication, and customer interactions. She practices what she preaches by applying the same energy and dedication in her own project management.

Katie lives in Arlington, Virginia with her husband Nick and their dog, Spencer.

Experience

- 10+ years
- United States Census Bureau, Research Support Specialist

Education

- Arizona State University, W.P. Carey School of Business, Center for Services. Leadership Certificate in Customer Experience, 2015
- The George Washington University, B.A., Sociology, 2010
- Cornell University, School of Hotel Administration, 2005 - 2007