



CAREER PROFILE

# Global Vice President of Customer Experience and Engagement



**HEATHER LAMONT**

**Global Vice President of Customer Experience and Engagement**

## WHAT IS A GLOBAL VICE PRESIDENT OF CUSTOMER EXPERIENCE AND ENGAGEMENT?<sup>1</sup>

Global vice presidents of customer experience and engagement are company executives responsible for overseeing and managing the global daily operations of a company's customer service and engagement division. The vice president is also in charge of working with other leaders in the company to solve problems and create goals to help the company be successful. The vice president may be involved in hiring new employees, coaching them, and conducting performance reviews. The vice president has a high-level view of the customer experience and tries to improve how people feel about the company and its products or services.

## WHAT IS HEATHER'S JOB?

At Ethoca-Mastercard in Canada, Heather is responsible for leading the global customer experience and engagement teams. She and her team are responsible for bringing their products to life for the customers. They help different departments communicate to deliver excellent products and services to their customers. Heather's team insures customer satisfaction and helps provide support when problems arise. She oversees many important projects as well as a team of thirty-three people from around the world that work to improve their customers' experiences. Her team supports 10,000 merchants and 5,000 financial institutions. Her work and the work of her team have been recognized with numerous professional awards and speaking engagements on topics such as women in leadership and industry trends. Heather is most passionate about giving back to the communities in which the company's employees live and work.



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### JOB OUTLOOK<sup>2</sup>

Vice presidents in companies are considered top executives and as such are expected to have average job growth of about 8% between 2020 and 2030. Most openings for jobs such as a vice president of customer experience and engagement or vice president of customer service occur to replace someone who is leaving the role to change industries, retire, etc.

### MEDIAN SALARY<sup>3</sup>

\$228,946/year

### HOW DID HEATHER BECOME A GLOBAL VICE PRESIDENT OF CUSTOMER EXPERIENCE AND ENGAGEMENT?

Heather studied business administration at Bishop's University in Quebec. She began her career as an officer and later a manager in the payment operations unit at MBNA. Heather then went on to work at American Express where she held a number of different posts. She moved on to work for the Bank of Montreal and served in several roles, including director of corporate card product management. At Ethoca, Heather began as a director and then was promoted to vice president. Her career spans more than 20 years. She also completed additional training and received Six Sigma Green Belt and Yellow Belt certifications and has completed numerous leadership development programs.

1 <https://www.ziprecruiter.com/Career/Vice-President-of-Customer-Service/What-Is-How-to-Become>

2 <https://www.bls.gov/ooh/management/top-executives.htm#tab-6>

3 <https://www.salary.com/research/salary/alternate/vice-president-of-customer-service-and-support-salary#:~:text=The%20average%20Vice%20President%20of, falls%20between%20%24193%2C645%20and%20%24272%2C734>