

Spireon Adds to Executive Team

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IRVINE, Calif. — Vehicle intelligence company Spireon this week announced a new addition to its leadership team, naming Rashid Ismail senior vice president of customer success.

Tapping into an extensive background in operations and customer experience, Ismail will be responsible for customer lifecycle management.



“Rashid has a proven track record of aligning operations, technology, business needs and customer requirements to drive customer success, operational efficiency, and revenue growth,” said Spireon CEO Kevin Weiss. “With a deep understanding of the importance of customer experience and satisfaction, he will be an integral part in making sure we deliver higher expertise that helps our clients improve how they run their businesses.”

Ismail joins Spireon with nearly 20 years of experience. He most recently served as senior vice president of operations for CoreLogic, a provider of property data and analytics. Prior to that, he served as vice president and head of broker dealer and retail customer experience for MetLife Insurance.

“I’m delighted to join Spireon, a company that already has an extraordinary commitment to customer focus, as evidenced by multiple service awards and outstanding Net Promoter Scores across the business,” said Ismail. “I look forward to expanding upon the work that has been done to successfully launch and support more than 20,000 existing customers with refined processes and approaches that will nurture customer relationships for years to come.”

<http://www.fi-magazine.com/channel/f-i-products/news/story/2018/04/spireon-adds-to-executive-leadership-team.aspx>