

Member Profile



Milista Anderson

Client Relations Executive at FIS

FIS Global

Role: +Senior Leader

Member Since: 6/4/2018

Houston, Texas Area

713-503-3267

Overview | Bio

In my current role, I have oversight for product support operations for enterprise treasury and receivables/collections systems. I have have responsibility for driving CX initiatives with my business area. During my career, I have held roles leading client service, process improvement, training and organization development.

I meet with clients regularly to gain insights into what is working for them and what isn't. I lead a number of client insights programs including survey-driven improvements and voice of the customer "radio" show. My teams use performance metrics to drive improvements within support. We also have a retention-focus program and a global reference (loyalty) program. My team also has P&L responsibility for client training on product.

I am a member of CXPA and hold the CCXP certification. I'm also have certification as an Effective Facilitator via Leadership Strategies, Inc.

Education

M.Ed. University of Houston

B.S. Education University of Tennessee at Chattanooga

Work History

FIS (SunGard prior): Client Relations Executive 2006-present

Point-to-Path Coaching: Independent business coach 2003-2206

Dynegy Marketing & Trade: Organization and Process Director 1998-2003

El Paso Energy: Principal Business Analyst 1994-2003

Region IV Education Service Center: Client Service Manager 1989-1994

Professional Associations

CXPA

IAF

Honors & Awards