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TTEC Digital named North American Migration Partner
of the Year by Genesys.

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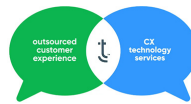
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- Featured Solutions
 - Adapt Now Improve your business performance in any economic environment with our rightshoring and automation approach.
 - CXaaS End-to-end customer experience as a service platform combines strategy, analytics, technology, and operations.
 - Flex EX Flexibility to leverage all workforce strategies to provide an optimized CXaaS delivery model.
 - Work from Home Remote contact center solution merges quality and security of on-site with cost structure and flexibility of work-from-home.
 - Proactive Solutions Reduce cost and improve CX with recommendations from your front-line employees.
 - RealPlay™ AI-powered Training Our award-winning training bots help improve onboarding, speed-to-proficiency, and contact center KPIs.
 - Sales Excellence Accelerator Elevate your sales team through sales outsourcing, including a customized growth services playbook.
 - TTEC Agility Customized solutions for startups and hypergrowth with a people-first approach, deployed in a flexible, agile model.
 - Voice Channel Assessment Get voice and digital working in harmony and gain operational and CX optimization with our Voice Channel Assessment.
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Outsourced customer experience and technology services that improve customer satisfaction and reduce cost to serve. [WATCH THE VIDEO](#)

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ABOUT US

Executive Team

Founded in 1982, the Company's 50,000 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other.



Kenneth Tuchman
Chairman & Chief Executive Officer
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Michelle "Shelly" Swanback
President TTEC
TTEC Engage, CEO
[Read bio >](#)



Francois Bourret
Interim Chief Financial Officer

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Dave Seybold
TTEC Digital, CEO

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Adam Foster
President of TTEC EMEA

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Judi Hand
Chief Revenue Officer, Engage

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Chris Condon
Chief Revenue Officer, Digital

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Charles "Chuck" Koskovich
Chief Operating Officer, Engage

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Laura Butler
Chief People Officer

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Margaret McLean

General Counsel and Chief Risk Officer

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Rob Dravenstott

Chief Information Officer

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John Everson

Chief Security Officer

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Nick Cerise

Chief Marketing Officer

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Kenneth Tuchman

Chairman & Chief Executive Officer

Mr. Tuchman founded TTEC in 1982 with the goal of humanizing the customer experience. Under his leadership, the company has become one of the largest global providers of digital customer experience technology and services, with more than 65,000 employees on six continents. Mr. Tuchman has served as Chairman of the Board since 1994 and was Chief Executive Officer from 1994 until 1999, resuming the position in 2001.

A lifelong entrepreneur, Mr. Tuchman started his first business venture as a teenager and created companies in the automotive and advertising sectors before founding TTEC. He has over 40 years of experience in the customer experience technology and services industry, driving innovation, growth and profitability in all economic cycles.

In 2007, Mr. Tuchman launched a charitable foundation, now known as TTEC Community Foundation, to empower employees to support organizations and causes important to them. The Foundation focuses on improving the educational experiences of students in the communities where TTEC operates. Mr. Tuchman is also a director of the Tuchman Family Foundation, which helps people build safe, healthy and productive lives by funding projects focused on education innovation, breakthrough medical research, positive social change, community well-being and environmental sustainability. In addition, he serves on the board of directors of the Denver Center for Performing Arts and the board of trustees for Colorado Succeeds.

Mr. Tuchman is a 2022 honoree in the Denver Business Journal's 2022 Most Admired CEO award program, which honors outstanding chief executives in Colorado. He is also a signatory of the CEO Action Pledge, which commits CEOs to creating a more inclusive workplace for their employees, communities, and society at large. In 2016, Mr. Tuchman received the Colorado I Have a Dream Foundation's Dream Maker Award, which honors a community leader whose commitment to quality education has had an enduring impact on area youth.



Francois Bourret
Interim Chief Financial Officer

Francois was appointed as an interim Chief Financial Officer for TTEC Holdings, Inc. in April 2023, while continuing his responsibilities as TTEC Global Controller. Francois brings more than 20 years of sophisticated financial experience with public companies and private equity owned businesses to the role. He joined TTEC in 2016, as part of TTEC's acquisition of Atelka, the Canadian customer care outsourcing company, where he served as the chief financial officer and a member of the board of directors. Prior to Atelka, Mr. Bourret worked for Kilmer Capital Partners, a private equity fund, and for KPMG.

During his tenure at TTEC, Francois has held several roles of significant responsibility, including chief financial officer for TTEC Engage between 2018 and 2022 when he was promoted to the Global Controller. Francois holds an MBA from Université Laval in Québec, Canada and is a Chartered Financial Analyst (CFA).



Michelle "Shelly" Swanback
President TTEC
TTEC Engage, CEO

Michelle "Shelly" R. Swanback serves as President of the Company and chief executive officer of TTEC Engage. She joined the Company in May 2022 as the chief executive officer of TTEC Engage and was named President for TTEC Holdings, Inc. in November 2022. With a proven track record driving growth in the digital environment, Shelly is both a market maker and a strong cultural leader with over 30 years of experience in digital transformation, strategic consulting, technology, services, analytics and M&A.

Prior to TTEC, Ms. Swanback lead Accenture Digital, building it into a global transformation powerhouse with more than \$20 billion in annual revenue. As President of Product and Platform at Western Union (WU), she led the company's digital transformation journey, evolved the business model to a customer centric platform and doubled the WU digital business to \$1 billion.

Shelly is currently a board member of Willis Towers Watson (NASDAQ:WTW). Ms. Swanback holds bachelor's degrees in Finance and Computer Information Systems from Colorado State University.



Dave Seybold
TTEC Digital, CEO

Dave J. Seybold joined TTEC in 2022 as the chief executive officer for TTEC Digital. An experienced, global business leader with a passion for technology, Mr. Seybold's career is characterized by driving growth through digital transformation at scale.

Prior to joining TTEC, Mr. Seybold, was chief executive officer, Americas for Atos SE, a Euronext-listed technology transformation company. Between 2015 and 2021, he served as the president, North America and chief operating officer for Avanade (a Microsoft – Accenture joint venture); and prior to that, Mr. Seybold spent more than 26 years in various senior executive roles for IBM (IBM:NYSE).

Dave holds a bachelor's degree in Quantitative Business Analysis and a degree in Economics from Penn State University; a master's of science degree in Operations Management and an MBA from the University of Maryland, Robert H. Smith School of Business.



Judi Hand
Chief Revenue Officer, Engage

Ms. Hand joined TTEC in 2007 as President and General Manager for Direct Alliance Corporation, a TTEC wholly owned subsidiary focused on customer growth services. Starting in 2016, Judi runs the Engage Sales Team as TTEC's Chief Revenue Officer. Prior to joining TTEC, Ms. Hand was a senior executive with AT&T (NYSE: T), culminating her career there as a senior vice president for enterprise sales. Prior to AT&T, Ms. Hand worked at Qwest, then a public global communications company and several of its subsidiaries in sales and marketing roles of increasing responsibility. Beginning June 2020, Ms. Hand has been serving as a member of the board of directors of Ooma, Inc. (NYSE: OOMA), a communications platform for businesses and consumers. Ms. Hand also serves as a board member to Sovrn and was a member of the board of directors of Manitoba Telecom Services, Inc., a Canada telecommunication company. Ms. Hand holds an MBA from Stanford University and a B.S. in Communications degree from University of Nebraska.



Charles "Chuck" Koskovich

Chief Operating Officer, Engage

Charles "Chuck" Koskovich joined TTEC in 2022 as Chief Operating Officer for Engage. With roots in the industry going back more than 30 years, Chuck is a long-time champion of deep employee engagement and sustainable growth platforms for business process outsourcing organizations.

Chuck, returning to TTEC where he previously served as COO more than a decade ago, kicked off his career as a front-line associate in a call center more than 30 years ago. Over the course of his career he emerged as a pioneer in innovative employee activation on a global scale, building and executing successful growth strategies at leading international companies including TELUS International (NYSE:TIXT), Concentrix (NASDAQ:CNXC), Xerox (NASDAQ:XRX), and most recently, Arise Virtual Solutions, Inc.

Mr. Koskovich earned a Bachelor of Business Administration from Metropolitan State University of Denver, and a Masters of Organizational Management from the University of Phoenix.



Chris Condon

Chief Revenue Officer, Digital

Chris joins TTEC Digital after 20 years building strategic client relationships at TTEC. Over the past several years he has lead integrated pursuits that combine the Company's CX technology and operational capabilities to deliver high impact outcomes for clients across the globe. He has held senior positions in nearly all facets of business, including marketing, solution design and implementation, sales, and account management. Prior to TTEC, Chris managed customer management operations at Merrill Lynch while holding his NASD Series 7 and 63 brokerage licenses.



Adam Foster

President of TTEC EMEA

Adam Foster joined TTEC in 2023 as President of TTEC EMEA. Based in London, he is a globally experienced executive with 20 years of senior management experience in business process outsourcing and customer experience firms working with clients around the world. Prior to joining TTEC, Adam most recently served as the CEO for Europe with Bangalore-based service provider Hinduja Global Solutions (HGS). Previously he was a senior executive at Dimension Data, a wholly-owned subsidiary of the NTT Group.



Laura Butler

Chief People Officer

Laura Butler returns to TTEC as Chief People Officer in 2023. Passionate about unlocking the vast potential of talented, global teams while making a difference in the communities in which we operate, Laura excels at building values-based organizational cultures and embraces innovative approaches to create valuable and exceptional employee experiences.

Prior to joining TTEC, Laura Butler served as chief people officer at Entrata, a fast-growing, privately held B2B software company. Prior to that she led the Human Resource functions at Talkdesk, a cloud contact center platform, and WORKFRONT, an Adobe company. Laura previously held executive leadership roles at Pacific Gas & Electric, Oracle, Ceridian and TTEC. She earned her BA in Social Sciences (Economics, Political Science, Communication) from the University of Colorado Boulder.



Margaret McLean

General Counsel and Chief Risk Officer

Margaret B. McLean serves as General Counsel and Chief Risk Officer of TTEC. She joined TTEC in 2013.

Prior to TTEC, Ms. McLean was a senior executive at CH2M (now part of Jacobs Engineering Group (NYSE:JEC)), a global engineering and program management company, serving as that company's chief legal officer. Prior to CH2M, Ms. McLean was a corporate finance and M&A partner at a major law firm, working in its Denver, London, and Moscow offices. Ms. McLean started her career in IT at Hewlett Packard (NYSE:HPE) and led the application systems department for Science Applications Int'l (NYSE:SAIC).

She holds a JD from the University of Michigan, an MBA from the University of Colorado, and bachelor's degrees in Management Information Systems and Computer Science from the University of Arizona.



Rob Dravenstott
Chief Information Officer

Rob joined TTEC in 2022. Prior to TTEC, he was the Chief Technology Officer at Cooler Screens, Inc., a startup transforming retail cooler and freezer surfaces into IoT-enabled digital screens, where he drove the technology strategy and led the hardware, software, data/data science, and security teams. He also served as the CIO for DISH Network, responsible for its enterprise information technology strategy and operations. Prior to DISH, Rob led technology teams from start-ups to Fortune 200 companies in payment processing, financial services, government, and transportation industries. Mr. Dravenstott holds bachelor degree in Computer and Electrical Engineering from Purdue University.



John Everson
Chief Security Officer

John Everson joined TTEC as Chief Security Officer in 2022. Both a technologist and a strategist, John forged his information security expertise while working at telecommunications giants DISH Network and Sprint (now T-Mobile). Prior to joining TTEC, John served as Chief Security Officer at Afiniti, a multinational data and software company focused on applying artificial intelligence to discover, predict and affect patterns of interpersonal behavior. John has received numerous patents for his work related to security and wireless technologies. He earned his BA in Computer Sciences from the University of Missouri-Columbia.



Nick Cerise
Chief Marketing Officer

Nick joined TTEC in 2019. Prior to TTEC, Mr. Cerise was the global head of payments, product and marketing at Travelex, the world's leading non-bank foreign currency supplier; and chief marketing officer at Western Union Business Solutions, a leading provider of cross-border business payments. He holds an MBA from Loyola University of Chicago, and a bachelor degree in Finance, Management and Computer Information Systems from Wartburg College in Iowa.

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