



News & Press

COGSDALE CORPORATION APPOINTS MAUREEN RUSSOLO AS VICE PRESIDENT, CUSTOMER EXPERIENCE

August 27, 2021 – Charlottetown – Today, Cogsdale Corporation announced the appointment of Maureen Russolo as Vice President of Customer Experience, effective August 23, 2021.

This new executive-level position was created to further enhance Cogsdale's customer relationships and provide next-level engagement. By combining the roles of Vice President of Support and Vice President of Professional Services (PS), Cogsdale will streamline the management, oversight, and accountability of these two critical functions and be better able to serve client needs proactively.

Reporting directly to Todd Ohman, Executive Vice President of Cogsdale, Maureen will lead both the Professional Services and Support departments, actively driving customer engagement and elevating client satisfaction. Maureen will serve as the voice of the customer and offer strategic input on Cogsdale's future direction.

"Creating this new role is a strategic move that I've wanted to make in order to take Cogsdale to the next level," said Todd Ohman. "Our customers' needs are evolving rapidly, and by grouping Support and PS together under Maureen's superb leadership, Cogsdale will become more agile and able to deliver best-in-class solutions. Maureen's experience and approach to customer care will ensure that we offer the highest quality experience and help our clients succeed. I am thrilled to have Maureen join our team."

"I am extremely excited to join Cogsdale in this new role," Maureen stated. "I look forward to working closely with our customers to further enhance our value and strengthen our trusted partnerships. The warm reception that I have received in my first few days here is proof positive that the Cogsdale team and its culture are world-class. I'm eager to meet Cogsdale's customers and propel the organization even further in its success."

Maureen brings more than 20 years of leadership and management experience in operations, customer support and business strategy and transformation. She has worked in various industries including energy and utilities, insurance, manufacturing, and health care. Maureen is a Certified Customer Experience Professional (CCXP) and a Certified Change Management Professional (CCMP via PROSCI) and is a Board Member for the Customer Service Professionals Network (CSPN).

About Cogsdale:

Cogsdale has been delivering powerful integrated information solutions since 1997. The Cogsdale solution offers a best-of-breed customer information system on an integrated platform that also includes financials, distribution, utility billing, customer management, work management, project management, and procurement. Cogsdale extends the suite to include functionality such as: interactive voice response, document management, payment kiosks and online credit checks.

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