

A large, stylized green chevron graphic pointing to the right, serving as a background for the text.

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Customer Service and Credit Card Operations

Video/Podcast Transcript

Senior Manager—Customer Service and Credit Card Operations, Doug Linkowski

Hi, I am Doug Linkowski, head of the Customer Service and Credit Card Operations in Knoxville, which provides a host of credit card application processing, payment, reconciliation, processing, reporting, and customer care services.

As part of our services, we monitor timeliness of credit card settlements for our clients, assist in setting up Merchant IDs, monitor fraud analysis, significantly reduce customer service issues for clients, improve response time and consistency in service standards, enables tracking of call volume, type, frequency on per client basis,

and provide opportunity for timely and consistent response to inquiries and chargebacks.

We understand your industry and how it relates to credit card processing, our processes are standard and repeatable, processing with no exceptions.