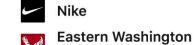


Karen Vaughn · 3rd in



University

Senior Director, North America Consumer Services at Nike Clackamas, Oregon · 500+ connections · Contact info

Experience



Nike

7 yrs 3 mos

Senior Director, North America Consumer Services

Sep 2018 – Present · 1 yr 9 mos Beaverton, OR

Overall responsible for the Customer Service and Sales Operations/Experience for Nike's largest geography, North America.

Director of Global Experience

Mar 2013 – Present · 7 yrs 3 mos Portland, Oregon Area

Consumer Services Global Center Of Excellence as the Director of Global Experience. Responsible for the overall experience elements of our contact centers, contact center athlete development and knowledge content. Work closely with Nike Geography Consumer Services Leaders in ensuring that our consumers around the globe receive a consistent and purpose mor

GR

Vice President, Call Center Management

Guthy-Renker, LLC

Oct 2007 - Mar 2013 · 5 yrs 6 mos



VP Sales

HyperQuality

Nov 2004 - Oct 2007 · 3 yrs



Board Member

SOCAP International

2002 - Jan 2005 · 3 yrs

VP Client Services

ACS/Livebridge 2002 – 2004 · 2 yrs

Show 3 more experiences ✓

Education



Eastern Washington University

BA, Communications, Business Admin 1983 – 1988

Skills & Endorsements

CRM · 99+



Endorsed by Bret Butterfield and 6 others who are highly skilled at this

 $\mathbb{G}|\mathbb{R}$ Endorsed by 5 of Karen's colleagues at Guthy|Renker

Leadership · 99+



Endorsed by Darlene Geller-Stoff and 2 others who are highly skilled at this



Endorsed by 5 of Karen's colleagues at N

Management · 99+



Endorsed by Ronda Yarnell and 1 other who is highly skilled at this



Endorsed by 6 of Karen's colleagues at N

Show more ~



