



Karen Vaughn · 3rd 

Senior Director, North America Consumer Services at Nike
Clackamas, Oregon · 500+ connections · [Contact info](#)



Nike



Eastern Washington
University

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 p ...[see mor](#)



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



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 **Nike**

Management · 99+



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



Endorsed by **6 of Karen's** colleagues at **Nike**

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