

Leadership Bio:

Operations Executive

Todd McReynolds **Vice President of Operations, SYKES**

Todd McReynolds began his career right here at SYKES in 2001. Based at our Wise, Virginia site, he quickly discovered a passion for operations and servant leadership. Over the next 14 years, McReynolds grew to support 3,200 employees and \$170 million within the AT&T organization.

In September 2015, McReynolds joined Frontier Secure to manage the Capital One account, but quickly moved on to lead all strategic partnerships operations. In less than one year, his role grew again as he gained full responsibility for Frontier's partnership business, which included an additional 9,000 employees across seven partners. In addition to ensuring strong operational performance, McReynolds also established strategic partner alignment, implemented lock forecasting, and formalized the partner measurement process to further strengthen the organization.

McReynolds holds a bachelor's degree in computer information systems and math from the University of Virginia. He enjoys spending time with his family, golfing and actively serving in his community.