

# Leadership Bio:

## Business Development Executive

### **Hilary Hahn** **Vice President of Business Development, SYKES**

Hilary was hired by Frontier Communications in 2012 to develop a lean startup customer experience concept, which grew into a successful revenue venture in just three years. Often described as someone who will break through walls to help the team succeed, Hilary's ability to bring top-line business strategy to the frontlines has helped numerous clients compress time, improve results and achieve large-scale impact.

Hilary elevated a culture of employee engagement at Frontier by creating a series of short films that reflected 'being human' as a cornerstone for employees to thrive, both for themselves and their customers. Her team was also leveraged across the Frontier Communications customer service organization to create and cultivate employee engagement.

An industry thought leader, Hilary has been a speaker at numerous industry conferences and can often be found publishing and posting opinions surrounding customer experience.

Prior to joining Frontier, Hilary held a wide scope of marketing, sales management and leadership roles for Fortune 100 companies in the manufacturing industry. In her new role at SYKES, she reports to Kelly Morgan, EVP and Chief Strategy Officer and will work remotely from New York.

Away from work, Hilary is an avid hiker, patron of the arts, and SoulCycle enthusiast. She lives in New York with her husband and daughter.