

Joanne Wilson appointed chair of CCNNI

Ulster Bank's Joanne Wilson has taken over as chair of the industry body for contact centres in Northern Ireland.

The body – Contact Centre Network Northern Ireland (CCNNI) – represents the biggest players in the sector here who collectively employ more than 15,000 contact centre staff.

Joanne, who is Customer Experience Lead for Ulster Bank, succeeds Grainne O'Kane of Firstsource as chair of CCNNI.

She will chair the organisation's board and lead its engagement in Northern Ireland for a two-year period.

The contact centre industry is one of Northern Ireland's fastest growing sectors, incorporating a range of centres of excellence that service customers, employees and stakeholders across the world.

Joanne Wilson says that one of her key goals as Chair of CCNNI is to help communicate the career opportunities that the sector offers.

She also highlighted the importance of industry knowledge, adding: "Working in the contact centre industry allows you to develop a wide range of critical life skills including resilience, emotional intelligence and people skills.

"It also very often provides entry into large global organisations with the opportunity to build a real career within them.

"I am very much looking forward to the next two years as chair of CCNNI and working closely with Director Jayne Davies and the CCNNI board.

"The contact centre industry's key importance to busi-

nesses and people has really been underlined during the last year so it is a challenging and exciting time to be taking on the role."

Director Jayne Davies said she is "delighted to welcome Joanne as Chair of the CCNNI and excited to be working together in supporting the Northern Ireland contact centre industry".

CCNNI represents 45 members including BT, Allstate, Ulster Bank, Danske Bank, Santander, Firstsource and Concentrix.

It offers innovation and support for all contact centre professionals across Northern Ireland.

CCNNI aims to raise awareness of the industry and its good work, as well as encouraging the sharing of ideas and best practices and enhancing skills and professional development.



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