



Rezi Mehmeti (left) receives his Customer Service Champion Award from Scott Horace, Customer Operations Support.

Celebrating Our People: Rezi Mehmeti

Rezi Mehmeti, project manager, US Product Delivery, was recently honored with a Customer Service Champion Award for his vital role in The Association of Settlement Companies (TASC) FSA portfolio conversion.

MC Central checked in with Rezi to find about what it's like to be a Customer Service Champion.

What does winning this award mean to you?

Rezi: This was the first large healthcare portfolio conversion implemented by MasterCard in the U.S. region and the customer is one of the top healthcare Third Party Administrators (TPAs) in the nation. I'm truly honored and appreciative of this special recognition for myself and everyone that worked so hard to ensure the success of this strategic brand flip in the Healthcare space.

Why do you think customer service is important?

Rezi: Great customer service distinguishes successful organizations from their competition. It represents the dedication we show to our customers and builds trust for our brand and services.

What's been your most rewarding service experience?

Rezi: Hearing our external customers and partners talk about how they favor the MasterCard brand over our competitors is always a 'Priceless' experience.

What advice would you give to others when it comes to customer service?

Rezi: Connection, dedication, attention to detail and having a shared vision with the customer are all important elements in customer service – their success is our success. No situation is too complex; there are no 'bad' questions; no issue is unsolvable.

How do you incorporate customer service skills into your role even though it may not be a traditional customer service role?

Rezi: Whether we work with internal or external customers and stakeholders, everyone provides customer service. The knowledge and experience I gained from previous roles within the organization has helped me tremendously when working with partners to answer questions or develop solutions. I believe in taking accountability and following up on an issue until it is resolved.

Can you tell us a little bit about your background?

Rezi: Since joining MasterCard, I've worked in the Operations Command Center and Customer Implementation Services. In my current role, I am responsible for partnering with customers to deliver MasterCard Prepaid and Healthcare products and services to market.

What do you like to do outside of work?

Rezi: My wife and I are originally from Europe and we enjoy traveling back there, especially spending time in the Greek island of Corfu. I love football (soccer). During the football season, I spend the majority of the weekends watching the top European League matches. I'm a huge fan of FC Bayern Munchen!