

Celebrating Our People: Farzeen Saleh and Corey Myckan



Farzeen Saleh, leader, Strategy, Pricing and Interchange and Corey Myckan, senior business leader, Strategy, Mergers and Acquisitions were recently honored with a Customer Service Champions Team Award for their efforts – in collaboration with Legal, Government Relations and GP&S teams – in restructuring the Canadian interchange rates.

What does winning this award mean to you?

Farzeen: This project was particularly challenging due to tight deadlines and the number of different stakeholder objectives we were trying to meet. It's great to be recognized for our work.

Corey: I've received Sales Excellence Awards and Product Innovation Awards before – but never a Customer Service Champion Award. It means a lot to be recognized for my efforts in working with my colleagues in a highly complex and challenging project.

Why do you think customer service is important?

Farzeen: Customer service may not be critical in winning a deal, but it's absolutely critical in retaining an account over the long term.

Corey: Customer service is key to an organization's success. Without it, many corporations end up failing or falling behind.

What's been your most rewarding service experience?

Farzeen: It was rewarding to work on this project – especially now after winning this award – and to receive positive feedback about how our contributions played a key role in achieving an important objective.

Corey: Over the years I've tried to act as a trusted advisor in my working relationships, provide guidance where I can, and try to move through roadblocks. Being awarded the Customer Service Champion for my work in 2014 is really special to me.

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

Farzeen: We all work together, supporting one another toward our common goal of advancing MasterCard products and services. It's important to keep this in mind as we're working with internal and external customers.

Corey: Be open to a conversation. Listen to different viewpoints. Make a decision quickly – and do your best to communicate your decision and the rationale to the team. I think team members appreciate an honest and transparent approach to solving roadblocks and problems.

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

Farzeen: No matter what our role, we're experts in a specific area and our colleagues look to us as trusted advisors when faced with a business problem related to our area of expertise. Try to be that trusted advisor, provide insights that balance interests of MasterCard and our customers.

Corey: We are all here to serve in one way or another – whether it is to our leader, our team, shareholders, employees or customers. Even if you are leader you should always be thinking about the customer and demonstrate the MasterCard values.

Can you tell us a little bit about your background?

Farzeen: In my current role, I'm responsible for designing, assessing and implementing, pricing and interchange initiatives for Canada. Prior to this role, I had experience working in operations, analytics and relationship management roles.

Corey: I've worked in a variety of roles before landing at MasterCard – from leading sales teams, to managing a strategy consulting group, to developing co-brands and products. Throughout my career I've been inspired to work on new things, solve complicated business problems, and lead teams.

What do you like to do outside of work?

Farzeen: I enjoy trying different cuisines whether out at a restaurant or cooking at home. Toronto is a multicultural city, which makes it a great place to explore different neighborhoods and sample diverse menus from all over the world.

Corey: I enjoy taking my two sons to their activities – especially hockey. Being Canadian means I spend my Sunday's in a cold hockey arena which might not sound like fun, but I enjoy the one-on-one time lacing up my boys' skates before and after the game. Those moments are priceless.

Customer Service Champions from top left: Corey Myckan – Canada, Youssef Amin – MEA, Betty Hocquet – EUR, Fernando Gonzalez – LAC, Rezi Mehmeti – US, Farzeen Saleh – CAN, Eric Peterson – US