

Inside  
MasterCardTools and  
ResourcesMC  
CommunityProject and  
Team SitesPeople  
Place

Cuttler, Elyse

Site Actions

Quick Links

MC Central Home &gt; Five Questions for Greg Box



## Highlights

- MA Ambassadors profiles employees who are leading the way as brand ambassadors.
- Do you know someone who is an ambassador? [Send us an email.](#)
- Look for another profile next week!

## Five Questions for Greg Box

Story contact: [Gioia, Amanda](#) on: 4/7/2014

Greg Box is group head, Global Contact Center Management. His role is to partner with GP&S product owners to deliver the customer service requirements to support their products. His team is responsible for managing contact center performance and to ensure agents handling cardholder inquiries are knowledgeable about products and solutions and provide a consistent consumer experience every time.



1. **What do you love about working here?** In my 23 years at MasterCard, I learn something new each day about our business. I've seen a lot of change over the years, for sure. It's exciting to see MasterCard enabling commerce around the globe for consumers, merchants and governments. It's a solid business model with endless possibilities.
2. **What makes you proud of our company?** The fact that we continue to innovate, change and grow. We continue to reinvest in the business globally to differentiate ourselves from our competitors.
3. **What's your favorite MasterCard product?** For me, it's a tie – between [MasterPass](#) and [QKR](#). Because of the QKR trial here, I can have my coffee ready for me when I walk into the building. This helps enable the café staff to provide excellent customer service - something about which I'm passionate – especially in a role like mine!
4. **What's one thing you would change at our company?** Continue to break down silos within the organization. We're getting better, but it's important to know that we are all 'one MasterCard' and success depends on all of us working together to drive MasterCard 3.0.
5. **What's something most people don't know about you?** I lived in Japan and Spain for seven years when I was younger.

## Tools

[Bookmark](#) | [Share](#) | [Print](#) | Rate this ☆☆☆☆☆ (4)

## Tags:

## Keywords:

## News Article Comments (7)

POST

[Previous](#) | [Next](#)[Maddox, Laura](#) 4/10/2014 10:05 AM

Greg, I'm so glad you are in this role as we need someone who can be the "glue" between customer support and all our consumers. It's been a great pleasure working with your team on MasterPass support and we look forward to working more on all products coming out of MasterCard Labs to establish a complete support view > end to end!!

[Gordley, Jeff](#) 4/8/2014 3:41 PM

An excellent interview ! Hope to see more.

[Cedar, Heather](#) 4/8/2014 2:03 PM

23 years at MasterCard? Were you 10 when you started???? I bet you are great in this role, Greg!

[Kalay, Pam](#) 4/7/2014 10:22 AM

Greg, good to hear your views and totally agree breaking down silos across our business will help to deliver efficiencies and working towards a better cardholder experience

[Boujat, Ali](#) 4/7/2014 4:55 AM

Thanks for sharing your view and also for your support driving our strategy on Contact Center Management. You



Thanks for sharing your view and also for your support during our strategy on Contact Center management. You and your team are helping MasterCard increasing the focus on customer and improving overall technology, processes & information access to be fully effective as a company.



**Hill, Judy** 4/4/2014 3:05 PM

Thank you for your insight. Its always nice to hear the take aways from our leadership team.



**Foster, Jim** 4/3/2014 2:40 PM

Greg, thanks for sharing and for driving change!