

Business Partnering

Dominick has been an amazing business partner to the customer service team over the past year and has raised the bar even higher to help us address several key issues late in the year. When data was needed to troubleshoot challenges, Dom went well beyond what was expected, providing data quickly, accurately, and with the expansive level of detail needed to help us pinpoint and resolve the issue. His work had a significant impact, allowing us to reduce transfer volume ahead of peak, optimizing our ability to service our customers. On several occasions, we have come to Dominick with complex, urgent asks for sensitive clients. He has been able to navigate these requests with the level of urgency needed, putting together executive summaries and detailed reporting for use with clients on a short timeframe. On a regular basis, Dom continues to work with his leadership team to expand our reporting capabilities around key clients and our Champion program. His support gives us the tools to effectively manage our service and performance guarantees to our most important customers, and his responsiveness to his customer stands out as an example for others. On behalf of the service team, I thank Dominick for his work to support us!



Henry G.
Operations Manager
Customer Service Leadership

Dominick, thanks so much for your support on a Friday evening request to refresh Level Care data. This was critical in the preparation process for providing an update to the Ops Leadership team. I appreciate your dedication and hard work. Thank you!!



Mike M.
Dir Client and Broker Ops
Premier Client Implementation

Very much appreciate all of the work you do to help us analyze existing and future product opportunities. It's never a simple ask and we are consistently iterating, but you've been extremely responsive and helpful throughout the last year.



Kevin L.
Dir Product Development/Mgmt
Product Administration

Working With Colleagues

Dominick, your hard work is truly appreciated. Thank you for always being there to assist me when I need help!



Yelena Y.
Lead Research Analyst
Business Analytics

For two years, Dom has supported backend ETL processes that allowed the creation of COVID analytics for corporate dashboards. He created daily processes to consume and load data to tables where the Data Viz team could access it for their COVID dashboard. Dom routinely followed up with HMK contacts when the files were delayed or missing to obtain the data. He was diligent in managing this process and I appreciate his effort and expertise. Thanks Dom!!!



Melvin M.
Dir Reporting & Analytics
Business Analytics

Thank you for being available and taking the time to help when I have questions about SQL queries or tableau. You're always willing to help me and I greatly appreciate it. 🍷



Trudy P.
Sr Research Analyst
Business Analytics

Thank you for your unwavering commitment to ensuring we explored every option to get a product to our business partners. Working nights and weekends and helping Lena and myself with various obstacles for Comcast Escheatment and LCH Retro reporting.



Jackie S.
Manager Analytics
Business Analytics