

NWN Account Team

Account Executive

The Account Executive will be your sales management support for the account and new engagements. Helping you uncover and define the business need while providing a solution to yield an excellent customer experience.



Denise Frazier
 919.653.6803
 dfrazier@nwncarousel.com

Inside Sales Representative

The Inside Sales Representative works closely with your Account Executive to provide the information, pricing, and documentation needed to make your purchasing decisions.



Rebecca Herd
 972.371.2750
 RHerd@nwncarousel.com

Solution Architect

The Solution Architect is responsible for understanding your technical and business requirements and translating into a design to meet those needs.



Thomas (TJ) Lewis
 850.597.3000
 TLewis@nwncarousel.com

Sales Vice President

The Vice President of Sales is responsible for leading their sales team to meet and exceed sales goals, creating and executing sales strategies, and developing and managing the sales budget.



Shannon Ludwig
 919.653.4422
 Ludwig@nwncarousel.com

Project Manager

The Project Manager serves as your main point of coordination during the lifecycle of an active project. The PM creates a plan, hosts weekly project status calls and works collaboratively with you to ensure a successful deployment of NWN services.



Michael Alvarez
 860.481.1936
 MAlvarez@nwncarousel.com

Vice President of PMO

The Director of Project Management Office develops and directs the strategic planning of multiple projects. Oversees coordination of personnel and resources required to successfully complete projects.



Rebecca Chappell
 336.217.1381
 RChappell@nwncarousel.com

NWN Customer Success Team

TOC Level 1 Engineer

- Event response, triage, and correlation
- Seeks first touch resolution of case
- Escalates when higher level of technical support is required.
- Owns carrier engagement



 General Team Assignment
 Toll Free 888.519.1692
 Support@nwncarousel.com

NWN Solution Engineers

- Technical escalation point for triage and support of all events that cannot be solved at case level.






 TBD
 XXX.XXX.XXXX
 XXXXX@nwncarousel.com

Customer Experience Manager

- Ensure all contract deliverables are achieved throughout the lifecycle of the engagement.
- Day to day contact with client and account team members on all matters






 Marteen Hill
 919.653.4473
 MHill@nwncarousel.com

Technology Operations Manager

- Manages operations of the TOC
Manages Team Leads, responsible for the different shifts and engineers of the NWN NOC






 David Romero
 781.472.3440
 DRomero@nwncarousel.com

Engineering Practice Managers

- Escalation contact, responsible to oversee quality of engineering and thorough documentation
- Provides oversight for case prioritization




 Anthony Hernandez
 781.472.3434
 AHernandez@nwncarousel.com

Customer Experience VP

- Accepts all escalations to ensure a positive experience
- Provides peer communication with Client and Vendor management



 Kristin Scheidmantel
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