



JOHN B.

Director of Customer Service at North Texas Tollway Authority
Plano, Texas, United States

Overview

John Bannerman serves as the Director of Customer Experience and Service at the North Texas Tollway Authority. He leverages skills in strategic leadership, customer retention, and dispute resolution to manage and enhance the customer service journey for tollway users.

Based on his interests in companies like Cinemark and Michaels Stores, John likely enjoys films and may have an appreciation for creative or hands-on hobbies outside of his professional responsibilities.

His department was recognized with the 2010 Toll Excellence Award in Customer Service by the IBTTA for its Customer Driven Management program.

Topics They Care About

Customer Experience

His senior role is entirely focused on customer service management, customer retention, and improving the overall user experience for the tollway authority.

Service Management

His professional skills highlight a deep focus on customer service management, staff development, and effective problem-solving within a large-scale service environment.

Film and Cinema

His stated interest in Cinemark suggests a personal enjoyment of movies and the movie-going experience.

Creative Hobbies


[Predicted] An interest in Michaels Stores indicates a potential passion for arts, crafts, and other creative or do-it-yourself projects.

Dallas Sports

[Predicted] Based on his location in North Texas, he may follow local professional sports teams like the Dallas Cowboys, Mavericks, or Texas Rangers.




Media Appearances



NTTA Podcasts – Answer Key Customer Questions.
Featured in North Texas Tollway Authority (NTTA)

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Podcast



NTTA Customer Service Center Update – March 7, 2024.
Featured in North Texas Tollway Authority (official website)

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Article



NTTA Opens New 360 Tollway Customer Service Center.
Featured in North Texas Tollway Authority – News Resources

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Article



NTTA Announces New Customer Service Hours. Featured in North Texas Tollway Authority – News Resources

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Article

Work History

- 9-2002
Director of Customer Service at North Texas Tollway Authority

Education

John has no verified education history

More Information

Social Presence :



Prographics :

Exp : **23** Location : **Plano, Texas, United States** Job Level : **Mid-senior**

Designation : **Director of Customer Service at North Texas Tollway Authority**