



Vonage Names Ken McMahon Senior Vice President of Client Operations

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HOLMDEL, N.J., Feb. 15, 2018 /PRNewswire/ -- [Vonage](#) (NYSE: VG), a leader in business cloud communications, has announced the appointment of Ken McMahon in the newly-created position of Senior Vice President of Client Operations.

Vonage provides companies with solutions that help make employees more productive and more connected to their customers to drive better business outcomes. Mr. McMahon will oversee all aspects of the customer experience for Vonage, including service delivery, account management and customer care worldwide. He will also lead international operations and expansion for the Company's [unified communications](#) business. Mr. McMahon reports to Kenny Wyatt, Chief Revenue Officer.

Vonage takes a customer-first approach to doing business. With the growth of Vonage's mid-market and enterprise customer base, the Company has increased its investments in client operations to ensure customers have the best experience from the point of sale through the entire customer lifecycle.

"Vonage's dedication to ensuring our customers have a delightful experience at every touch point embodies our core value of putting the customer first. Creating this senior leadership position demonstrates that commitment. We are thrilled to have someone with Ken's track record of success lead this critical function for Vonage," Mr. Wyatt said.

Mr. McMahon has 20 years of experience leading various aspects of the end-to-end customer experience including service delivery, customer care, national operations and sales. He joins Vonage from CenturyLink. During his seven-year tenure at CenturyLink, he held a number of senior-leadership roles with P&L responsibilities and led large organizations encompassing sales, field operations and capital investment, among others. Most recently, he served as Vice President of Enterprise Sales.

Prior to CenturyLink, Mr. McMahon served as Director of Sales Support at EMBARQ, which was the largest independent local exchange carrier in the United States before it was acquired by CenturyLink in 2009. Before EMBARQ, he held several roles managing customer care, support services and business transformation for Sprint.

"I am thrilled to join Vonage to be a part of a team that is so clearly committed to putting the customer first and that continues to invest in creating a best-in-class experience at every stage of the customer life cycle," Mr. McMahon said. "I look forward to working with the entire Vonage team to drive the ultimate customer journey."

About Vonage

Vonage (NYSE: VG) is a business cloud communications leader. Vonage transforms the way people work and businesses operate through a portfolio of cloud-based communications solutions that enable internal collaboration among employees, while also keeping companies closely connected with their customers, across any mode of communication, on any device.

Vonage's [Nexmo](#) API Platform provides tools for voice, messaging and phone verification services, allowing developers to embed contextual, programmable communications into mobile apps, websites and business systems. Nexmo enables enterprises to easily communicate relevant information to their customers in real time, anywhere in the world, through text messaging, chat, social media and voice.

Vonage Holdings Corp. is headquartered in Holmdel, New Jersey. Vonage® is a registered trademark of Vonage Marketing LLC, owned by Vonage America Inc.

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