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VETERAN BANKING PROFESSIONAL JOINS LIGHTICO AS DIRECTOR OF CUSTOMER SUCCESS

People Moves 14.12.2020 07:15 Pm



[Lightico](#), pioneer of next-generation digital customer interactions, welcomes **Rich Corriss** as its new *Director of Customer Success*. A banking and technology veteran with nearly 30 years of experience, Mr. Corriss will help lead Lightico's continued growth in the banking, auto finance and credit union space following rapid growth in 2020 including a number of regional banks and credit unions.

Lightico helps its clients improve customer experience and efficiency, through faster turnaround times, higher completion rates, and higher NPS--significantly impacting bottom-line results. Clients include leading financial institutions, insurance providers, including companies like Capital One and Westlake Financial. The solution integrates into businesses via an open API or through integrations into business systems like Salesforce and Nice InContact.

"I'm excited to be joining Lightico on the front line of helping our clients, particularly in the banking industry, to become more efficient and digital at this critical time," said Corriss. *"Not only is Lightico's tech incredibly effective in saving time and money for businesses, it's making everyday life for consumers easier and safer by enabling many more interactions to be completed remotely on their phone."*

Corriss joins Lightico following two years as senior sales engineer at Lytics as well as nearly a decade at LivePerson focusing on building out their financial services vertical and standing up an operational excellence consulting group for Fortune 100 clients. Prior to that, Corriss spent 19 years holding a variety of roles at JP Morgan Chase and Citi.

"Rich is a professional with significant experience in implementing technology in some of the largest and most complex enterprise companies in the world, both on the customer side and vendor side," said **Gilad Komorov, Chief Revenue Officer at Lightico**. *"We're growing faster than ever and ensuring that our customers get the most out of Lightico and are able to maximize their digital toolset is key to future success."*

Lightico recently raised nearly \$13m from Oxx, Capital One Ventures and Harmony Partners.