

QUAVO BOOTH SCHEDULE

TUESDAY, OCTOBER 13, 2020

@ 9am–5pm CT – Connect with Quavo experts via virtual chat room.

@ 12–1 pm CT – Improve Your Fraud & Dispute Operations

Chat with COO & CO–Founder Joseph McLean



Joe is Quavo's Chief Operating Officer (COO), where his goal is to provide world class software solutions that meet the exact need of every customer. He is responsible for Customer Operations, Customer Success, Solution Delivery and

Sales. Joseph has over 19 years of experience in the financial services and technology industries in a variety of capacities—including executive responsibilities at Bank of America. His expertise covers software engineering, software testing, resource modeling, finance management, project management, vendor management, business process management and large-scale agile transformation.

@ 2–3pm CT – Did You Know...You only need one unified process to manage fraud & disputes?

Chat with CTO & Co–Founder David Chmielewski



David is Quavo's Chief Technology Officer, where he designs and develops innovative approaches to complex business problems using technology and leads Quavo teams in the implementation of unique solutions. David possesses a unique

ability to understand business needs while retaining deep expertise with technology and its capabilities. His experience ranges from working with executives and enterprise-level Centers of Excellence to developing/testing/deploying code, including bringing dying systems back to life and delivering with excellence from a blank slate. His work is included in multiple patent filings and he has won multiple awards from Pegasystems for contributions in innovation.

WEDNESDAY, OCTOBER 14, 2020

@ 9am–5pm CT – Connect with Quavo experts via virtual chat room.

@ 10am–11am CT – How COVID-19 is impacting fraud and disputes and what you can do to keep it from slowing down your operations.



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@1–2pm CT – Association mandates and what exactly is required during fraud and disputes intake process.



Chat with Director of Product Management Devan Robertson

Devan is responsible for product management and product marketing. Product management drives the product road maps, specifically

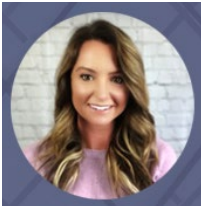
the vision of what the product is, how it captures the industry challenges, and when the various features and functions will be released. Producing and maintaining product content is the goal of product marketing. Devan is driven by a desire to transform the way all users interface with the dispute process by providing solutions that deliver intelligent automation and meaningful user interactions. During his 15-year career at Bank of America, Devan led multiple front and back office operations teams and performed individual contributor roles in Data Analytics, Process Design, Service Delivery and Vendor Administration. He's an advocate for the customer and obsessive about process

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improvement.

@ 2-3pm CT – How to prevent fraud and dispute losses and increase ROI by leveraging AI and automation.

Chat with Director of Sales and Marketing Brittany Usher



Brittany has over a decade of business development and strategy experience in enterprise solutions. Her experience in building and developing teams, creating corporate training programs, and managing

high profile strategic accounts is crucial to her role in Quavo's expanding sales organization. With a background in business development strategy in enterprise IT environments as well as being a consultant and entrepreneur, she brings the ability to problem solve, build, and develop relationships and leverage partners and products across multiple channels.

THURSDAY, OCTOBER 15, 2020

@ 9am-4pm CT – Connect with Quavo experts via virtual chat room.

@ 10am – 12pm – Learn about everything ARIA™ can do, and all the single-point products she and QFD can replace.

Director of Product Management Devan Robertson

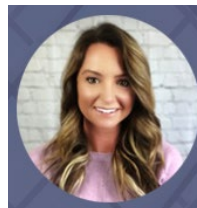


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@ 1-3pm – Need help building a business case for implementing a fraud and disputes solution? Visit our booth to learn about how we can help you make the case, or even write one for you.

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