



Joel P. Strickland

**Director, Client Relations
Online Data Exchange
New Management Services**

Joel Strickland serves as Director of Client Relations for Online Data Exchange LLC, and is responsible for client management with respect to Data Furnisher customers using e-OSCAR®. Mr. Strickland and his team work to monitor delivery against contractual obligations, ensures the platform is meeting the service needs of Data Furnishers, drives customer learning and outreach, supports key initiatives, and drives improvements in the areas of customer experience, control, receivables management and expense.

Prior to joining Online Data Exchange, Mr. Strickland had a 12-year career at Citibank and had broad experience across North American Cards Customer Service, Global Collections Operations, and Global Consumer Bank Operations & Technology. Mr. Strickland served as the primary Operations Relationship Manager for Citi's largest credit card retail partner. In that role, he drove strategic projects and served as the focal point of contact for operational performance and delivery across myriad operational channels. He previously was Chief of Staff within Citi's Global Consumer Bank Operations and Technology organization. Mr. Strickland previously spent two years as the program lead for global Collections Client Experience and Call Quality where he led the development and execution of Net Promoter Score surveys and internal quality monitoring processes across multiple Collections groups.

Before joining Citibank, Mr. Strickland enjoyed a 13 year career in the Property and Casualty Insurance industry, holding a variety of roles culminating in national Product & Pricing Manger for Recreational Vehicle insurance products at GMAC Insurance.

Mr. Strickland holds a Bachelor's degree in Communications Media from Appalachian State University and a Master's Degree in Business Administration from Jacksonville University. He and his wife, Jennifer, have three children, and reside in Saint Johns, FL. In his spare time Mr. Strickland enjoys competing in Ironman and half-Ironman distance triathlons and enjoying time with his family.