

NEWS

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Loretto Telecom hires Lee McKissack as Customer Experience Supervisor

LAWRENCEBURG, Tennessee — Loretto Telecom is proud to welcome Lee McKissack as its new Customer Experience Supervisor. A native of Loretto, he will bring 10 years of experience serving the public to the position starting on April 1.

“I’m looking forward to serving the community I grew up in and being able to help Loretto Telecom advance the installation of new services like fiber internet across the area,” says McKissack. “I’m excited to be able to put my stamp on both the county and the company.”

McKissack joins Loretto Telecom from the Tennessee Department of Corrections, where he worked for four years as a parole officer covering Giles County. In his time with the state, he has served on multiple state action teams, tasked with creating and implementing new policies across Tennessee. He has also served Emergency Medical Services as an advanced emergency medical technician for 10 years.

McKissack is looking forward to applying his substantial experience serving the public to helping Loretto’s customers receive the high quality of service they have grown accustomed to. In his position as customer experience supervisor, he will be responsible for supervising Loretto’s marketing and customer service personnel, developing and implementing marketing strategies, assisting in the operation of customer service daily functions, and providing customers with quality service and excellent support while focusing on maintaining high levels of customer satisfaction.

“This is a critical role for Loretto Telecom, as we place the utmost importance on providing a seamless and convenient customer experience,” says Kim Shepherd, CEO of Loretto Telecom’s parent company, SkyBest. “I am confident that Lee’s experience serving others in high-pressure situations has prepared him to thrive in this new position.”

“I am excited for Lee to join our work family. As I explained to the candidates through the hiring process, this position is extremely important for us and we have been planning on it for some time now, and it was extremely important for us to add the right candidate,” says Jason Shelton, GM of Loretto Telecom. “We were looking at adding a missing piece to our family that would help get us to the next level of being the top service provider in the County, someone respected in the community, as well as someone that our employees will be proud to stand shoulder to shoulder with.”

Loretto Telecom’s telephone and data networks currently serve around 7,000 subscribers and cover an area of 320 square miles. Loretto Telecom monitors and maintains 12 local and remote offices and 19 fiber optic remotes serving over 14 communities throughout Lawrence County.

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