

E-RATE eNEWS

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Exciting News: Karen Pavon Joins Our Client Success Team

We are excited to share some wonderful news with you!

After years of providing exceptional support in her role as Operations Manager, where she oversaw invoicing and collections with professionalism and care, Karen Pavon is transitioning into a new position as **Director of Client Retention & Success**.

In her new role, Karen will focus on strengthening the relationships we've built with our clients by ensuring you continue to receive the highest level of service and support. She will work proactively to protect, deepen, and expand our existing client partnerships, helping to identify opportunities, address your evolving needs, and ensure your continued success with our team.

While her day-to-day responsibilities will shift away from invoicing and collections, her commitment to our clients remains stronger than ever. We are confident that Karen's experience, dedication, and genuine passion for helping others make her the perfect fit for this important role.

Going forward, all accounting-related inquiries can still be sent to our team at **accounting@erateportal.com**, where you'll receive the same prompt assistance you've come to expect.

Please join us in congratulating Karen on this exciting new chapter! We look forward to the continued value she will bring to both our team and, most importantly, to you.



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