



Laura Mendoza

Sr. Director, Customer Support

With over 20 years of hands-on experience in customer service, Laura has been a transformative leader at DAT, spearheading innovative efforts in fraud detection, prevention, and carrier monitoring. She has also been the driving force behind DAT's award-winning customer support and training programs.

Laura's unwavering passion for delivering exceptional customer experiences is evident in her commitment to exceeding expectations with every interaction. Her expertise spans foundational and advanced contact center management, ensuring clients receive unparalleled support. In an era of growing fraud threats, Laura's vigilant leadership and her team's dedication are instrumental in safeguarding customers and upholding the integrity of the DAT network.

Laura began her career at DAT, where she has spent the last 20 years designing, developing and leading the service, support, training, carrier monitoring, and network governance organizations, which has resulted in a three-time ICMI Global Award Winner for Best Contact Center and a Silver Stevie Award Winner for Contact Center of the Year.

Our leaders represent our core values and are on a mission to improve lives through supply chain innovation. [Learn more at DAT.com](https://www.dat.com).