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PRESS RELEASE
FOR IMMEDIATE RELEASE
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CDG Promotes Melissa Morgan to Training Specialist Position

CHAMPAIGN, IL – Communications Data Group, Inc. (CDG) is pleased to announce the recent promotion of Melissa Morgan to the position of Training Specialist. As Training Specialist, Ms. Morgan has the responsibility of defining, developing, and executing the training of CDG’s MBS consumer billing and management solution. In addition, Melissa is also responsible for managing the online help and product documentation for MBS and assisting with MBS Quality Assurance.

“Melissa’s unique skill set as a technical writer and her experience in developing user guides and other support documents for MBS and performing QA product testing made her a perfect candidate for this position,” according to Mike Runyon, CDG’s Vice President of Product Support. “We are all very excited to have Melissa in this position, and we look forward to seeing how she will continue to grow our MBS training methodologies and support resources.”

Melissa Morgan has more than 13 years of experience at CDG working as a technical writer and quality assurance expert, as well as performing various other support roles for CDG’s BDS-I and MBS products. Melissa holds a BA in English with an emphasis in Technical Writing from Illinois State University.

About CDG:

CDG offers scalable, accurate billing and operational support solutions for voice, video, and data for retail and wholesale telecommunications carriers and service providers. Options include: BDS, Interconnect, CABS, Mediation, Customer Care, Plant, Trouble, Service Provisioning, E-Care, Task Management and third-party financial, mapping and facilities management products. Service bureau, online and licensed options are available.

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