



Lisa Richardson

At TELUS, we're obsessed with constantly improving our customer service. Today 93% of customers would recommend TELUS to their friends and family, but we won't be satisfied until that's 100%. Listening to our customers, understanding what's important to them, and finding ways to improve their experience is in our DNA and it's what truly sets us apart.

As the Vice-President of Mobility Customer Experience, Lisa Richardson leads a team of more than 4,000 team members in Canada and internationally, to support this goal. These days, Lisa and her team are busy spearheading the transformation of our Mobility customer service model into a customized experience, where our team members actively engage customers to answer their questions, review their plans and bills to ensure they're starting off on the right foot, and personally assist them throughout their repair experiences.

Prior to this role, Lisa led the BLACKS retail business and the Web Channel team for TELUS. Lisa joined TELUS in 2000 and, before this, she spent eight years at Procter & Gamble in a variety of sales, account management and channel marketing roles.

Lisa holds a Bachelor of Commerce from Queen's University and is an active Habitat for Humanity GTA Board member. Outside of work, Lisa enjoys travelling, running, and spending time with her family at the cottage.



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