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WebQA Fuels SaaS CRM Growth with Two Senior Hires

Fast-growing Service-CRM provider hires industry leaders John Snyder (VP Product Management) and Dave Bernhard (VP Technology) to feed acceleration.

WOODRIDGE, IL (PRWEB) January 24, 2012 -- WebQA, a global leader in Software-as-a-Service (SaaS)-based CRM tools for customer service, today announced John C. Snyder as Vice President of Product Management and Dave C. Bernhard as Vice President of Technology. These management additions will continue to fuel a four-year 40% CAGR that has WebQA products now serving more than 80 million people worldwide.

Prior to joining WebQA, Mr. Snyder led several enterprise-wide product initiatives as a Vice President at Northern Trust. He will use his 20 years of information technology, application development and project management experience to guide WebQA's product direction and implementation.

Mr. Bernhard joins WebQA from US Cellular where he managed the development of its premier customer service platform. He will use his 20 years of software development and management experience to coordinate the design and development of WebQA's technology initiatives.

"We see a trend towards proactively handling customers before they call, email or visit the website," said John Dilenschneider, WebQA CEO. "John and Dave are industry leaders that will expand our key service technologies in this area."

As a financial services industry executive and as a management consultant, Mr. Snyder assisted banks and private equity companies in crafting technology, products and business process solutions for high-growth companies. Early in his career, he constructed foundational products for Andersen Consulting (now Accenture) and PriceWaterhouse (now PriceWaterhouseCoopers). Mr. Snyder holds a BA, with Highest Honors, from the University of Notre Dame in Economics and an MBA, with High Honors, from the University of Chicago in Finance and Accounting.

Mr. Bernhard has established the application backbone for high-growth businesses and the technology infrastructure for high-volume processing systems. He has held leadership positions for IMC Chicago, Credit Suisse and Focal Communications (now Level 3 Communications). Mr. Bernhard is a presenter at Enterprise Application Integration (EAI) conferences. He was an NCAA Academic All-American baseball catcher and holds a BS in Computer Science and a BA in Mathematics, both with High Honors, from Lewis University.

About WebQA: WebQA <http://www.webqa.net> is a world-leading provider of Customer Service CRM systems. WebQA's SaaS-based applications support over 80 million people worldwide and offer a comprehensive set of multilingual and multichannel inbound and outbound service, information, communication and collaboration functions. GovQA is the country's leading citizen service platform; BizQA serves global 1000 organizations including some of the world's largest financial institutions; and, EdQA manages student requests for the top universities in North America.