

TECH TALK

INDUSTRY UPDATES, JOB & INTERNSHIP OPPORTUNITIES FROM LOCAL EMPLOYERS

Next Caller

“Engineering a Positive Customer Experience”

Guest Speaker: Tim Prugar, VP of Operations

Monday, February 12th

5:00 p.m. to 5:45 p.m.

808 Commonwealth Avenue, Room 109, Boston

Seating is limited. RSVP to csinfo@bu.edu with name and BU college/program.

JOB OPPORTUNITIES WILL BE DISCUSSED - Bring your résumé

Next Caller has a simple Mission Statement: we provide a positive customer experience through **real-time call verification technology**. Our VeriCall™ technology safely authenticates over 75% of legitimate callers, and identifies suspicious activity like Call Spoofing to stop phone fraud before it starts. Next Caller allows business to fight criminals, not customers. The secret to our effectiveness is our people. In this talk, we will discuss the role of engineering in creating our tool, desired skillsets from engineering job seekers, and Next Caller as an organization.

About the Speaker: Tim Prugar is the VP of Operations at Next Caller in New York City. In his role, Tim oversees HR Responsibilities, Hiring and Onboarding, Performance Management, and Compensation. Tim works closely with the Engineering Team to build product roadmaps, establish strategic direction for the department, and monitor KPIs. Tim has been with the company since 2016, and transitioned into the role after a decade-long career in education.