

Monika Wilkins, Director of the Credit and Account Services Department, Central Division, has been with Comcast Cable Corporation for over 13 years. She is responsible for providing leadership and direction to the overall management of the Fraud, High Risk, Back Office Support and Commercial Inbound/Outbound Collections teams. She is also responsible for staffing, training and the development of her staff.

Prior to joining the Credit and Account Services department, Monika has held a variety of roles within Comcast including billing, retention, and inbound sales. During her 10 + years in the telecommunications industry, Monika has acquired extensive relationship-building, motivation, presentation, communication, coaching, and development expertise. She has a passion for improving employee engagement, inspiring and developing her staff. She truly believes that if you put your all into your people, your people will pay it forward which leads to achieving and maintaining a successful department.

Monika earned a Bachelor's of Science degree with an emphasis in Management Information Systems (MIS) from Mississippi University for Women. She also attended the WICT Rising Leaders Program in June 2019.