



Catherine Vinson

Catherine Vinson is the International Code Council's Vice President of Customer Success. Catherine manages the Code Council's Customer Success Center team, who assist more than 7,500 inquiries each month. Additionally, Catherine works across the organization to empower associates to live the Code Council's service vision through operational and service excellence.

Prior to the Code Council, Catherine has worked in various industries to drive customer experience and employee engagement. With 9+ years of experience in customer service in the areas of banking, HR systems, and life insurance, Catherine has worked to apply the essentials of the customer experience in every situation. She is a passionate advocate for customer expectations and works to advocate for the solution that balances the best possible experience for the customer with operational constraints.

Catherine believes that an essential part of the customer experience starts with employee engagement. With a history of managing diverse teams of various sizes, she believes that fundamentally happy employees are happy to help. Whether it's engaging a hierarchy of over 60 team members, leading a small team of 5, or being an integral part of maintaining employee engagement for a call center of 900+ employees – Catherine has a passion for building trust and growth for employees at all levels.