



POWERED BY PARTICIPATION

Registration Services

John Sweeting
Chief Customer Officer



Current RSD Staff

- Lisa Liedel - Director Registration Services
- Misuk Kwon - Transfer Services Lead
- Nathan Newman - Technical Support Specialist
- Reese Radcliffe - Registration Services Manager
 - Prabha Bhattarai - Customer Service Resource Analyst I
 - Jenee Blais - Customer Service Resource Analyst I
 - Henry Romero Cruz - Customer Service Resource Analyst I
 - Alyson Moore - Customer Service Resource Analyst I
 - Emily Pico - Customer Service Resource Analyst I
 - Suzanne Evans - Customer Service Resource Analyst II
 - Shawn Sullivan - Customer Service Resource Analyst II
 - Eddie Diego - Customer Service Resource Analyst III
 - Mike Pappano - Customer Service Resource Analyst III
 - James Ricewick - Customer Service Resource Analyst III

Decided to retire with her
last day being 01-Apr-2022

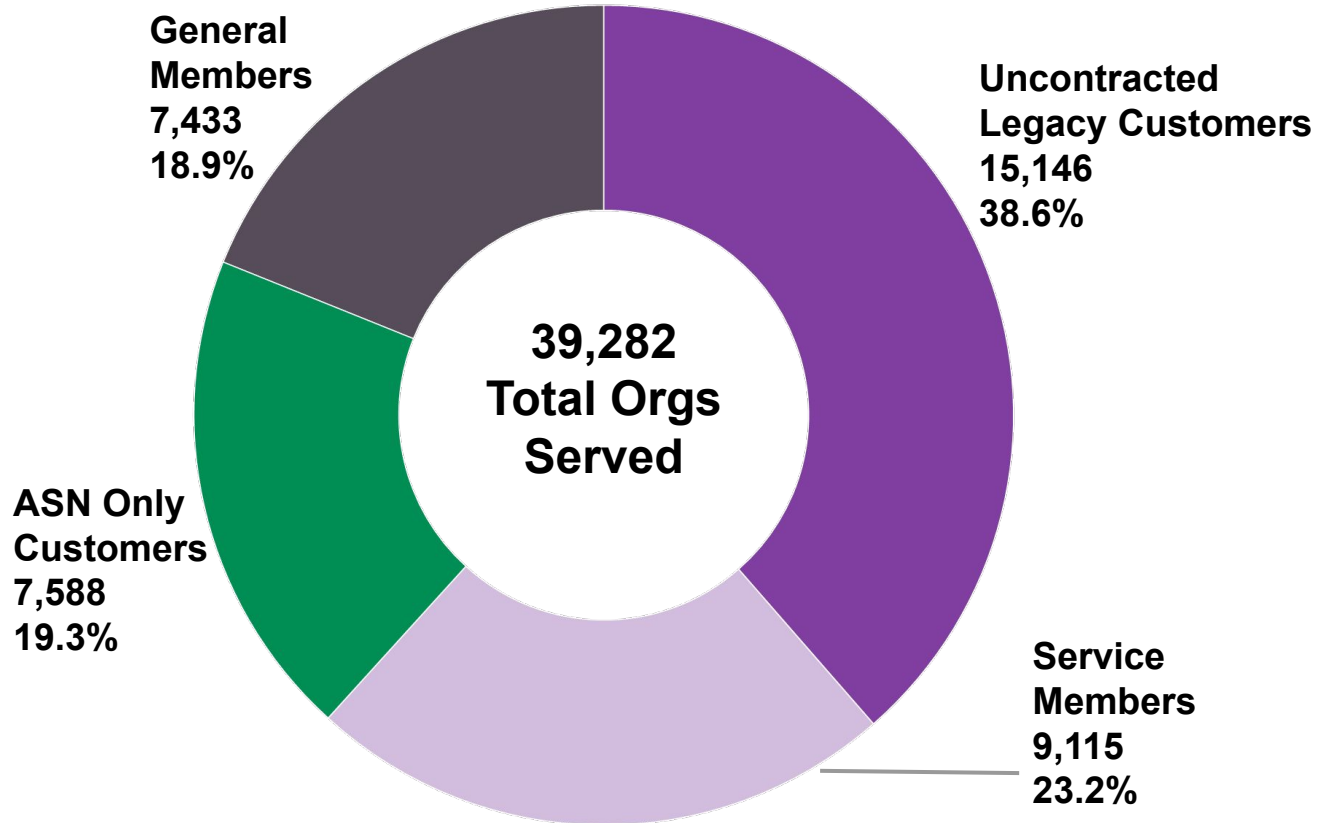
Happy Retirement Cathy Clements

An employee since Day One



Cathy you will be missed!

Organizations Served by ARIN



Ticket Processing

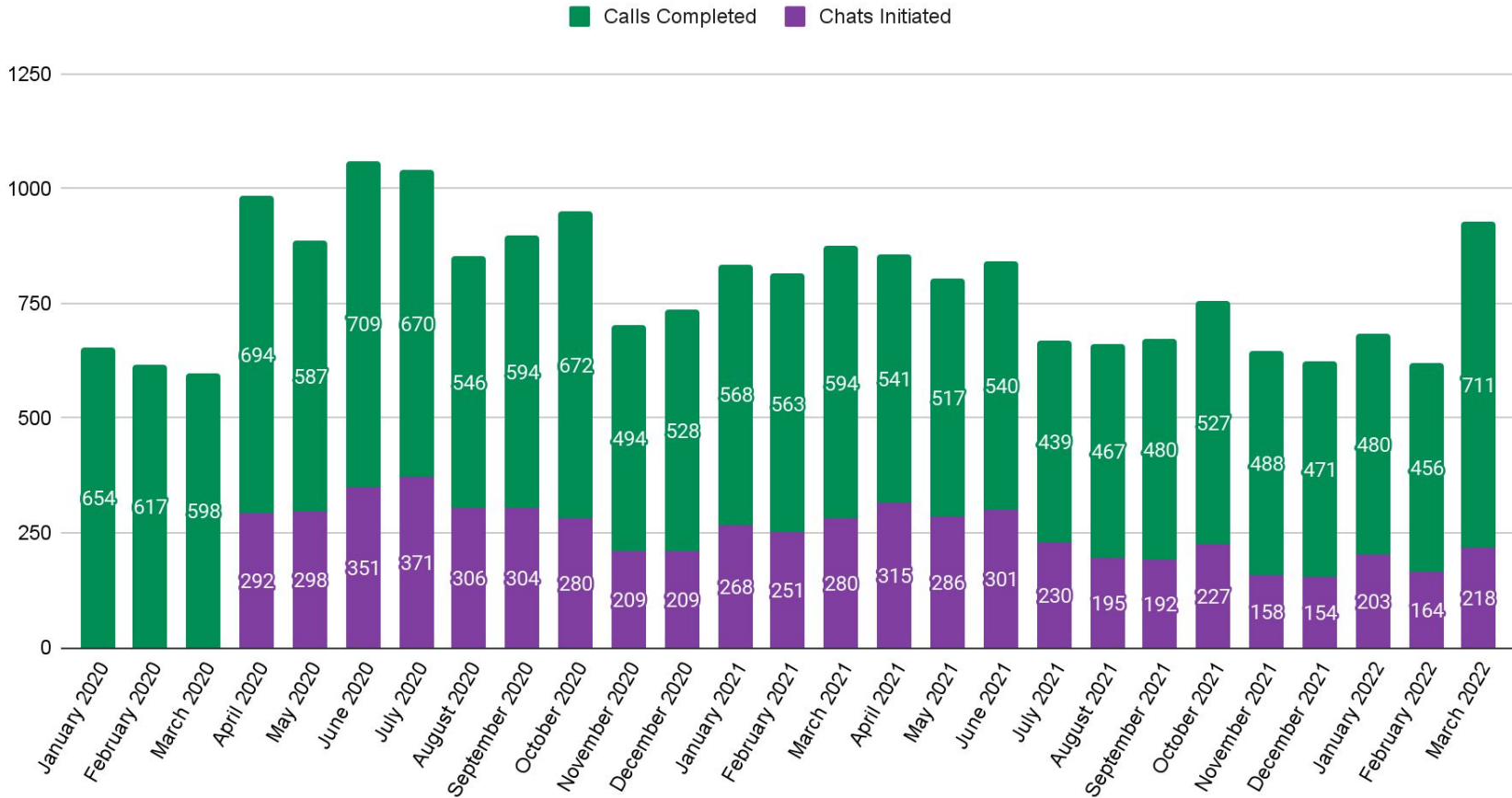
When the pandemic began our ticket volume increased.

- We've seen our response times lengthen
- RSD staff being fully remote adds to the issue due to collaboration efforts taking longer

Ticket Year	ARIN Online Tickets Processed
2017	16,541
2018	16,082
2019	17,544
2020	19,594
2021	18,804
Q1-2022	4,987

*We average an additional 15K tickets per month via email to hostmaster.

Monthly Phone and Chat Totals



Thanks!

Any
Questions?

