



## Guillermo Kavana

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Guillermo Kavana is a Customer Success Manager for J.D. Power SmartDigital and has been working in the automotive Industry for more than 13 years. In the last 6 years, Guillermo has been working in the OEM, digital retail and customer service space. Guillermo worked for Trilogy Automotive as an Inbound Call Center Manager and Concierge Service Center Manager before the company merged with J.D. Power at the end of 2019. Guillermo holds an Associate Degree from the Culinary Institute of America.