

Public Sector Leadership Bio



Todd Thompson

Director of Customer Engagement

Todd Thompson is the Director of Customer Engagement at Lumen Technologies, where he oversees the company's Public Sector initiatives focused on revenue growth and churn prevention.

Bringing over 25 years of experience in sales, sales leadership, and customer engagement, Todd has built a reputation for creating high-performing teams that excel in generating new revenue, protecting existing revenue streams, and fostering strong, enduring customer relationships.

A graduate of Virginia Tech, Todd is committed to nurturing future leaders within his organization and equipping them to deliver exceptional results for customers. Known for his relationship-driven approach, he works collaboratively to understand clients' unique needs, helping them achieve their goals with innovative solutions and establishing trusted partnerships.

Outside of work, Todd enjoys quality time with his wife of more than 20 years and actively supports his two daughters in their dance, cheer, and gymnastics pursuits.