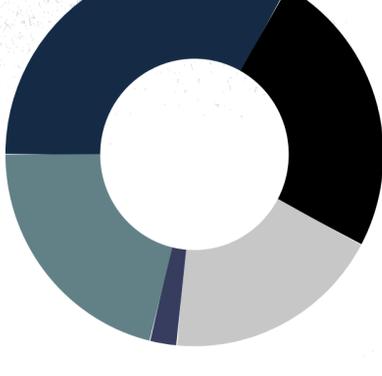


Last Update: 5/2/2018

# Confirmed Guest List

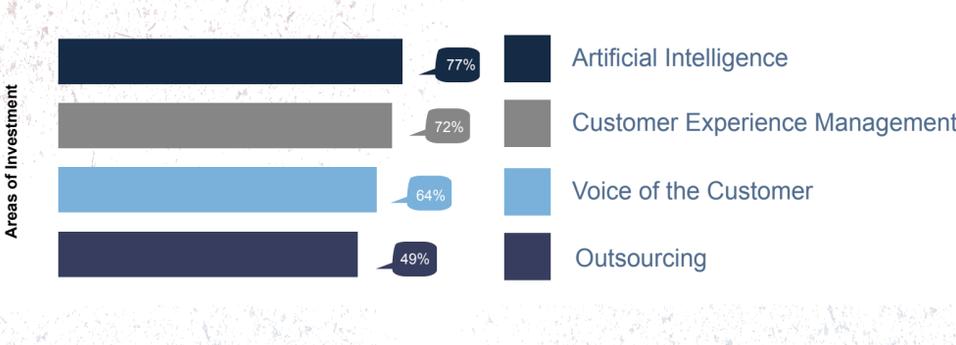


## Attendee Industry



- 27% Financial
- 32% Healthcare
- 20% Retail/Manufacturer
- 4% Travel
- 17% Technology

## Investment Priorities for the Next 2 Years



## Top 5 Areas of Focus

- Customer Engagement through AI
- Consistency in the Omnichannel Experience
- Balancing Automation and Human Support
- Strategic Cost Reduction Strategies
- Accurate Reporting & Data Analytics

## Speaker Faculty this August

**Dawn Smith Bradney**  
VP, Customer Support & Audit  
McKesson

**Lynn Costlow**  
SVP, Customer Care  
ADT

**Donald Hicks**  
VP, Global User Services  
Twitter

**Cathy Cox**  
SVP, Omni Channel Strategy Business Lead  
Suntrust Bank

**Rachelle Dever**  
Brand & Guest Experience Director  
Intercontinental Hotels Group (IHG®)

**Paul Matson**  
Director, Customer Experience & Engagement  
McDonald's USA

**John Goodwin**  
VP, Global Customer Care  
Mastercard

**Lance Gruner**  
EVP, Global Customer Care  
Mastercard

**Lisa Oswald**  
SVP, Global Customer Service  
TravelZoo

**Sherif Mityas**  
Chief Strategy Officer & Chief Information Officer  
TGI Fridays

**Melissa Porter**  
VP, Customer Relations  
Tailored Brands

**Teresa M. Rieger**  
VP, Customer Service Manager  
First Merchant Bank

**Nate Rosenthal**  
Head of Global Operations Success & Operations  
Square

**Amy Shioji**  
VP, Customer Experience & Insights  
USA Today Network

**Michele Watson**  
SVP, Client Services  
Indeed.com

**Carla Zuniga**  
SVP  
Allstate Insurance Company

**Wanny Manasse**  
VP, Customer Experience (East)  
T-Mobile

## Our Solution Providers



## Attendee Job Titles

Executive Vice President Contact Center  
 Chief Strategy Officer & Chief Information Officer  
 Senior Vice President, Customer Care  
 Senior Vice President, Omnichannel Strategy Lead  
 Vice President, Customer Service  
 Vice President, Customer Care, PMO  
 Senior Vice President, Consumer Services  
 Director, Call Center  
 Vice President, Customer Service & Operations  
 Executive Director, Customer Care  
 Vice President, Operations  
 Vice President, User Services  
 Vice President, CX Strategy  
 Vice President, Global Customer Care  
 Vice President, Operations Strategy & Performance

Senior Vice President, Head of Client Contact Center  
 Director, Brand & Guest Experience  
 Director, Customer Experience & Social Engagement  
 Vice President, Home Services  
 Global Head, Customer Service And Support  
 Head of Customer Support  
 Senior Vice President  
 Senior Vice President, Client Services  
 Vice President, Client Relations  
 Global Vice President, Digital Customer Experience  
 Vice President, Contact Center Senior Vice President  
 Vice President, Call Center Technology  
 Vice President, Performance Management  
 Vice President, Global Head of Service  
 Vice President, Customer Support and Audit

## From Companies

