



PAST ATTENDEE SNAPSHOT

March 4 - 6, 2026

The Downright Austin | Austin, TX



ATTENDEE JOB TITLES

**2025 CCW Executive Exchange Attendees*

Associate Director, Global Customer Service	Director, Enterprise Growth
AVP, Contact Center Operation & Center of Excellence	Director, eService Support & AI Transformation Office
AVP, Customer Care/Solutions	Director, Finance and Operations
AVP, Director of Customer Experience & Strategy	Director, Global Business Outsourcing Strategy & Economics
AVP, Head of Global Contact Center Operations	Director, Global Center of Excellence for Advanced Analytics & Data Science
AVP, Strategic Partnerships	Director, Global Sales Operations
AVP, User Experience and Design	Director, Healthcare Services
Chief AI Strategist	Director, Life Customer Service
Chief Call Center Officer	Director, Member Engagement Center
Chief Customer Officer	Director, Member Experience & Contact Center
Chief Digital Officer	Director, Member Services
Chief Equity Officer	Director, Operational Excellence & Change Management
Chief Experience Officer	Director, Operations Process and Strategy
Chief Growth & Engagement Officer	Director, Patient Access
Chief Innovation Officer	Director, Patient Experience
Chief of Staff, Customer Care & Experience	Director, People Centred Care & Health Justice
Chief Operating Officer	Director, People Support
Chief People Officer	Director, Product & Strategy
Chief Product Officer	Director, Product Support & Customer Experience
Chief Revenue Officer	Director, Quality and CX
Chief Sales & Distribution Officer, Individual Markets	Director, Quality Support
Chief Strategy Officer	Director, Service Technology Enablement
Chief Sustainability Officer	Director, Shared Services Center
Chief Technology Officer	Director, Strategic Initiatives & Innovation
Director, AI & Data Science	Director, Strategy Analytics, Quality & Population Health Initiatives
Director, AI Strategy and Implementation	Director, Student Care, CE Enrollment, & Onboarding
Director, AI Transformation Office	Director, Support
Director, Call Center Operations	Director, User Experience
Director, Change Management	Director, Vendor Management
Director, Clinical Services	Director, Voice of the Customer & Insights
Director, Commercial Customer Care Services	Director, Wellbeing and Employee Experience
Director, Construction Customer Care	EVP, Global Customer Care
Director, Contact Center Transformation	EVP, Global Workforce
Director, Customer and Consumer Services	Executive Director, Ambulatory Operations & Strategic Initiatives
Director, Customer Engagement & Contact Center Operations	Executive Director, Customer & Content Strategy, Rare Diseases
Director, Customer Experience	Executive Director, Customer Experience
Director, Customer Insights and Change Management	Executive Director, Global Head of Customer Care Analytics & Insights
Director, Customer Relations	Executive Director, Health Access Center
Director, Customer Service	Executive Director, User Experience Research
Director, Customer Strategy & Experience	Global Director, Employee Experience (EX) Analytics Strategy
Director, Customer Success	Global Head, AI & Innovation Solution Design & Delivery
Director, Customer Support	Global Head, Hilton Reservations & Customer Care
Director, CX Digital Transformation	Global Head, Support Operations Strategy & Governance
Director, Data Science & AI	
Director, Digital And Data Science Product	
Director, Digital Servicing Products & Insights	
Director, Digital Technology, Contact Center, GE Appliances	
Director, Emerging Technologies	

ATTENDEE JOB TITLES

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Global Head, Trust Operations	Sr. Director, Voice of the Customer & Interaction Analytics
Global Quality Leader	SVP, Business Development
Head, Client and Field Services	SVP, Business Strategy, Planning & Analytics
Head, Collections & Recoveries	SVP, Client Strategy
Head, Customer Happiness Team	SVP, Customer Customer Experience
Head, Customer Success & Operations	SVP, Director Customer Care Team
Head, Data & Analytics	SVP, Director of Consumer Contact Center
Head, Digital Market Strategy	SVP, eCommerce
Head, Inside Sales	SVP, Experiential Operations
Head, Operations	SVP, Product, AI and Innovation
Head, Sales and Service	SVP, Provider Services
Head, Service	SVP, Marketing, Loyalty & Customer Experience
Head, Thought Leadership on the Future of Work	SVP, Operations
Head, User Experience Operations	SVP, Chief Retail Banking & Experience Officer
Head, Wealth Management Services & Operations	SVP, Director Mass Market Servicing
Head, Account Health for Strategic sellers	SVP, Director of Digital Servicing
Head, Customer Loyalty, Canadian Personal & Business Banking	SVP, Global Head of Trust and Operations
Head, Employer Engagement	VP, Information Technology
Head, Indirect Sourcing, Global Real Estate	VP, Access to Care
Head, Organizational Development	VP, Customer Solutions
President, Retail Banking	VP, Customer Strategy
Product Management Director, AI, Contact Center & CX	VP, Digital & Customer Experience
Sr. Director & Head, Digital Innovation & Transformation	VP, Digital Marketing
Sr. Director, AI & Analytics Automation	VP, Global Support, LinkedIn
Sr. Director, AI/ML Engineering	VP, Innovation and Experience
Sr. Director, Analytics	VP, People
Sr. Director, Buyer Services	VP, Virtual Communication Center
Sr. Director, Client Experience	VP, Technology Solutions
Sr. Director, Corporate & Foundation Engagement	VP, Clinical Strategy & Innovation, Caption Care
Sr. Director, Customer and Revenue Finance & Strategy	Ultrasound Digital
Sr. Director, Customer Insights & Success	VP, Community Impact & Operations
Sr. Director, Customer Relations	VP, Consumer Analytics
Sr. Director, Digital Product Development	VP, Consumer Personalization, Strategy & Insights
Sr. Director, Global Customer Support	VP, Customer Trust Operations
Sr. Director, Global Quality Assurance & Delivery	VP, Digital Product Management & Customer Experience
Sr. Director, Global Strategy	VP, Engagement
Sr. Director, Global Technology	VP, Experience and Design
Sr. Director, Health Systems Patient Access	VP, Global Support
Sr. Director, IT Customer Service	VP, IT Infrastructure & Security
Sr. Director, Leader Enterprise AI	VP, Omni-Contact Center
Sr. Director, Medical Technology Advanced Services	VP, Operations Transformation
Sr. Director, Member & Provider Services	VP, Omnichannel Support
Sr. Director, Operations Talent Strategy & Employee Experience	VP, Operational Analytics and Tooling
Sr. Director, Participant Services	VP, Patient Access Contact Centers
Sr. Director, Patient Access	VP, Patient Scheduling
Sr. Director, People Analytics	VP, Quality Control Manager, Customer Center
Sr. Director, Technology, People Analytics	VP, Voice of the Customer
Sr. Director, Traveler Experience	

TOP ATTENDEE COMPANIES

**2025 CCW Executive Exchange Attendees*



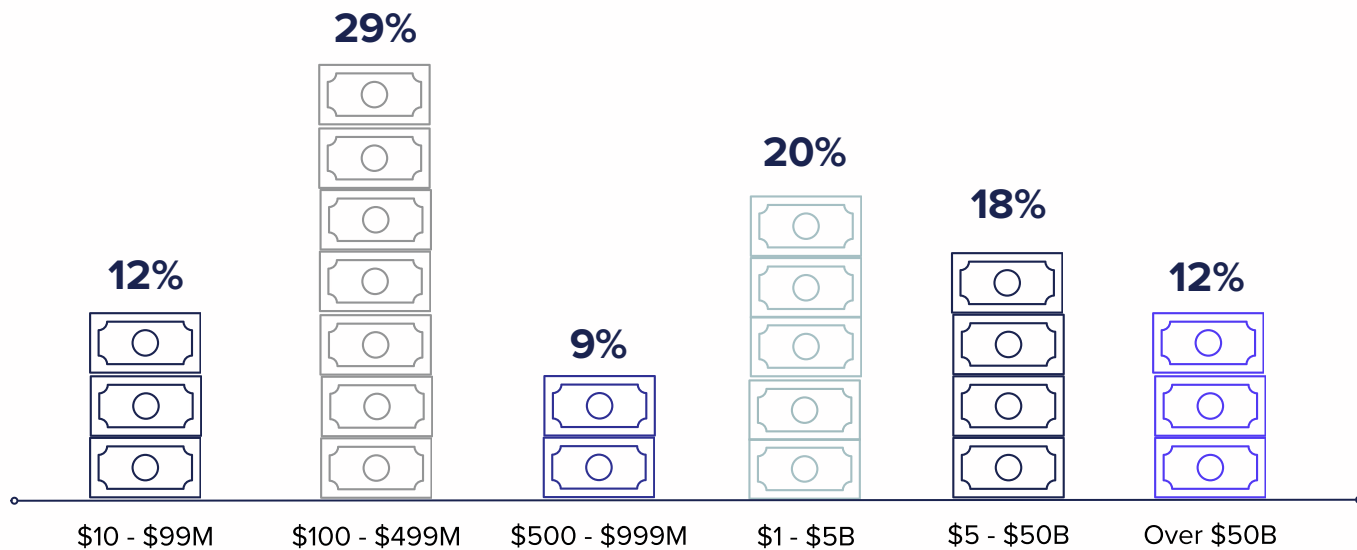
1800Flowers.com
Ally Financial
Amazon
American Bar Association
American Medical Association
Anthropologie
Ariston Group US
Arizona State University
Ashley Furniture
Ascension
Baylor College of Medicine
BMO Financial Group
Box
California Department of Motor Vehicles
Capital One
Citi Bank
City of Tucson
CommonSpirit Health
Cornell University
Credit One Bank
Dell
Delta Airlines
Department of Defense / DCSA
Dick's Sporting Goods
Discover Financial Services
Dun & Bradstreet
Ecobee
Elevance Health
Emory Healthcare
Everlane
Expedia Group
First National Bank of Omaha (FNBO)
Flex
Floor & Decor

Ford Motor Company
Fortune Brands Innovations
Fresenius Medical Care
GE Appliances
GE Healthcare
GoDaddy
Hilton
Intermountain Health
Inspire Medical Systems
Instacart
Intel Corporation
J.P. Morgan Chase
Johnson & Johnson
Key Bank
Le Creuset of America
LinkedIn
Lowe's Home Improvement
Macy's
Marriott International
MassMutual
McDonald's
McKesson
Medline Industries
MedStar Health
Memorial Hermann Hospital
Merck & Co
Michelin
Microsoft
Nike, Inc.
Northwestern Mutual
Oak Street Health
Optum
Owens & Minor
Peloton

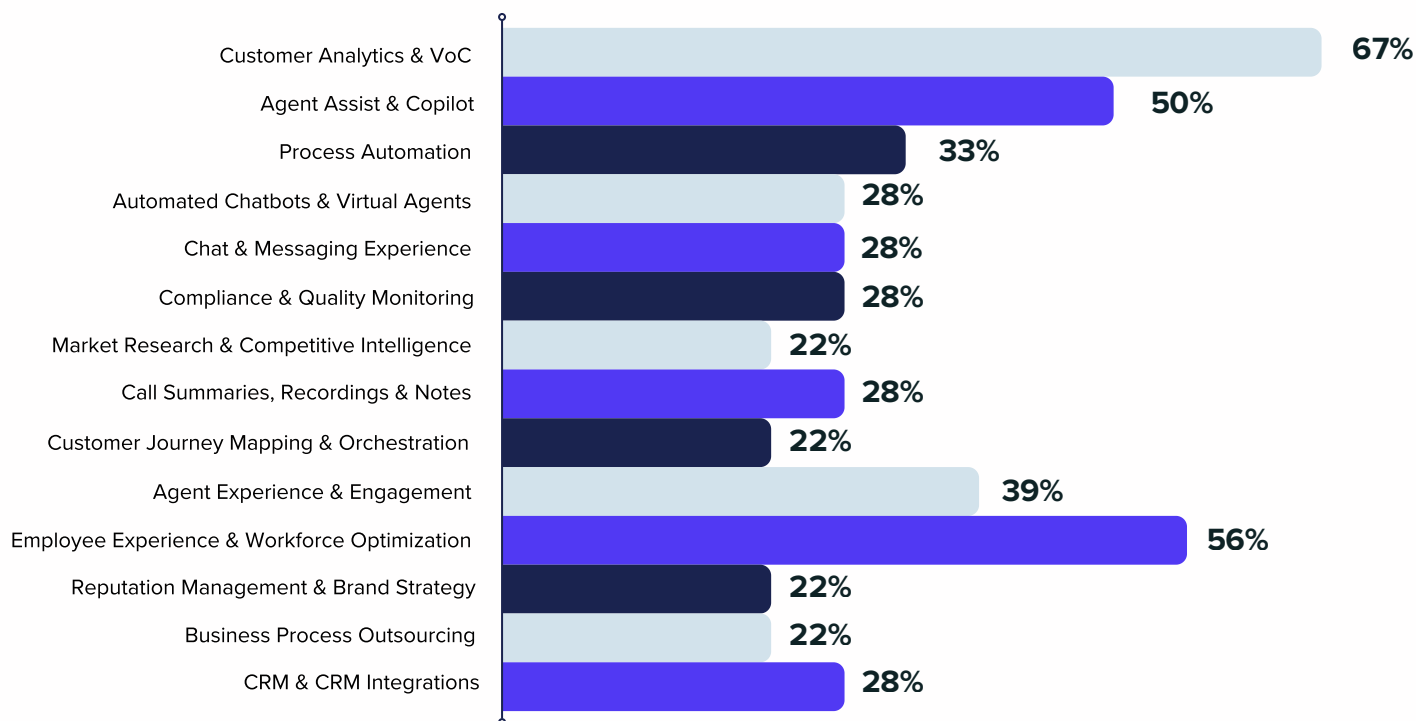
Priceline
Prudential Financial
Resideo
Scout Motors
Sonos
Southwest Airlines
Starbucks
State Farm
Teach For America
The Estée Lauder Companies
The Home Depot
Truist
Tufts Medicine
Twitch
U.S. Department of Defense / DCSA
(already listed above, may omit if duplicate)
UC Davis Health
UCLA Health
Uber
UChicago Medicine
UMB Bank
Unilever
UnitedHealthcare
UnitQ
University of Phoenix
UPS
USAA
Vanguard
VF Corporation
Wells Fargo
Williams-Sonoma, Inc.
Walmart
Yale University

ATTENDEE DEMOGRAPHICS

ANNUAL COMPANY REVENUE



TOP PRIORITIES



JOIN US IN AUSTIN!

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ONE-TO-ONE BUSINESS MEETINGS

Meet top solution providers who offer products & services that match your business needs in private, prescheduled, one-on-one meetings.

STRATEGIC EVENT SESSIONS

The exchange is designed for today's senior CX and customer contact leaders to benchmark, connect, and identify solutions to critical business challenges, in the most effective way possible.

EXCLUSIVE NETWORKING

Share and exchange ideas and best practices with your peers. Our invitation-only format ensures highly interactive sessions and networking in an intimate setting.

PROJECT ANALYSIS

Your issues are put under the spotlight to examine the potential solutions that will emerge through group discussions. Build a customized itinerary that addresses your current initiatives, priorities, and future strategic objectives.

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