



PAST ATTENDEE SNAPSHOT ✦

November 5 - 7, 2025

The Scottsdale Resort & Spa



ATTENDEE JOB TITLES

Chief Operating Officer	Sr. Manager, Customer Care Operations
Director	Sr. Transformation & Operations Executive
Director, Cienteling	SVP, Member Care
Director, Contact Center Technology	SVP, Member Experience
Director, Customer Experience	SVP, Technology and Product
Director, Customer Service	SVP, Truist Care Center
Director, Customer Services	Vice President
Executive Director, Auto Customer Care Group	VP, Care Logistics
Executive Director, People & Talent	VP, Consumer Analytics
FVP, Digital Channels	VP, Customer Care
Global Head, Customer Support Operations	VP, Customer Experience
Global Head, Reservations & Customer Care	VP, Customer Growth & Retention
Global Training Manager	VP, Customer Service
Global VP, Customer Success Clinical & School Assessment	VP, CX & Operations Excellence
Head of Customer Value Chain	VP, Global Customer Service
Head of Strategic Initiatives Seller Account Health at Amazon	VP, Global Service Assurance
Sr. Director, Commercial Analytics, Enterprise D&A Hub	VP, Head of Total Rewards, Americas
Sr. Director, Global Customer Development and Loyalty Marketing. Consumer and Small Business	VP, Member Relations
Sr. Director, Service Center Operations	VP, Member Services
	VP, Operations Member Services

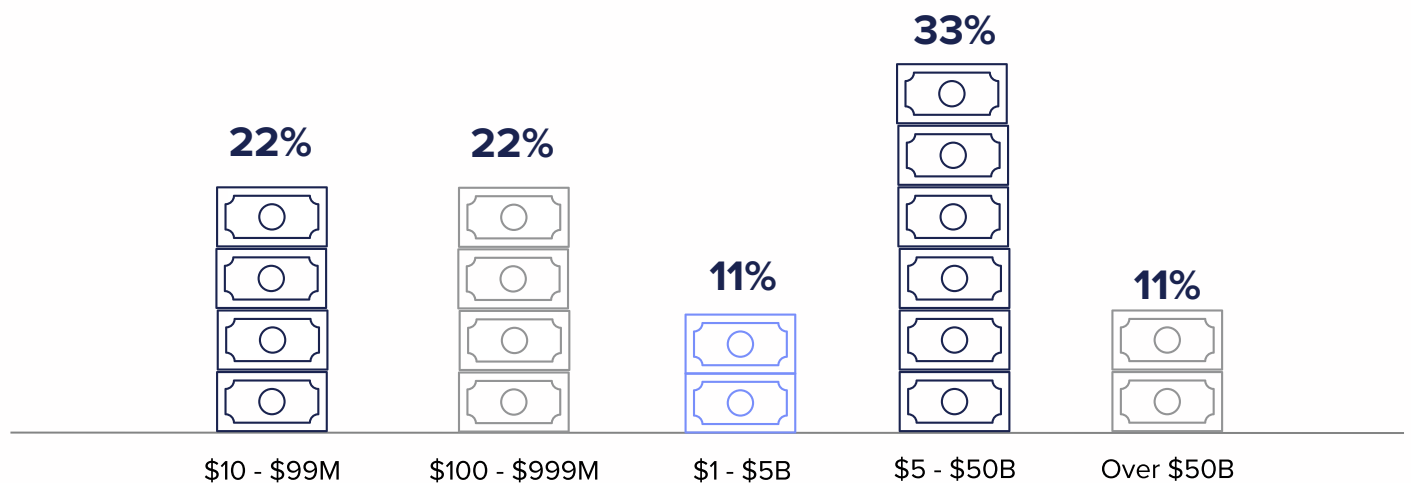
ATTENDEE COMPANIES



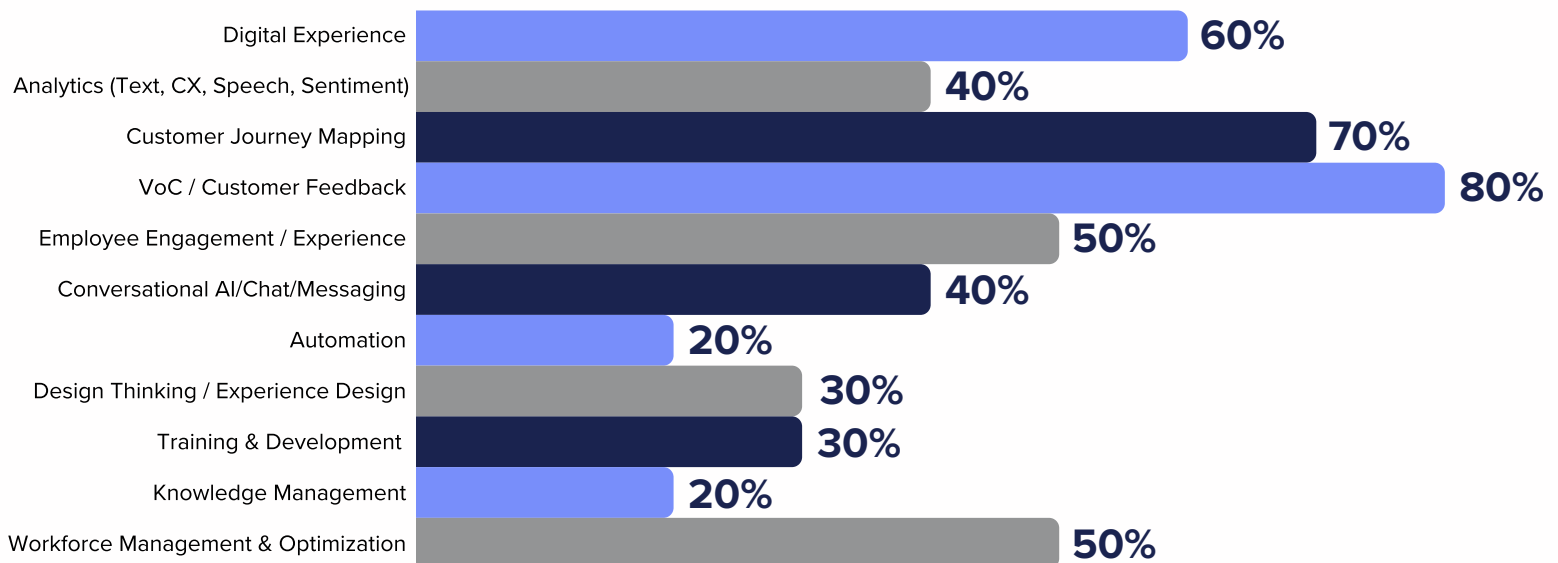
1-800-Flowers.com, Inc	DraftKings	Modivcare
Ally bank	Flume Water	Optum
Amazon	FuturHealth	Pearson
Amur Equipment Finance	Gas South	Philips Gmbh
Bioventus	Google	Redirecthealth
Blue Cross Blue Shield Minnesota	Hilton	Ridgewood Savings Bank
Canyon Ranch	Hotwire Communications	Spotify
Chick-fil-A	Ideal Living	The Trevor Project
Citi	IHG Hotels & Resorts	Truist
Comcast Business	Johnson & Johnson	Verizon
Dell	Johnson Controls	VerusRx
	MaxorPlus	Willscot

ATTENDEE DEMOGRAPHICS

ANNUAL COMPANY REVENUE



TOP PRIORITIES



JOIN US IN SCOTTSDALE

NOVEMBER 5 - 7, 2025 | THE SCOTTSDALE RESORT & SPA

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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