



CUSTOMER
CONTACT
WEEK

Three individuals are featured in the center of the poster: a woman with dark hair on the left, a woman with blonde hair in the middle, and a man with short dark hair on the right. They are all smiling and dressed in professional attire. The background behind them is a dark blue gradient with palm tree silhouettes and a dotted circular pattern in the top right corner.

CUSTOMER CONTACT WEEK LAS VEGAS
**THE WORLD'S LARGEST
CUSTOMER CONTACT EVENT**

JUNE 3 - 6, 2024 | CAESARS FORUM, LAS VEGAS

PREMIUM
SPONSORS



CCW is the only event providing everything you need to chart the course for the future of your customer contact organization.

Step into the future with Customer Contact Week, the world's largest customer contact event. The CCW experience is built on delivering unparalleled insights and access to the most important voices in customer contact, and this year, we've curated an experience that's simply unmatched.

Why CCW in 2024?

- **Global Prestige:** As part of the world's largest and most recognized customer contact event, CCW offers unparalleled industry insights.
- **Diverse Participation:** Engage with a melting pot of industry leaders, from budding managers to influential C-level executives across multifaceted industries, offering rich networking and collaboration opportunities.
- **Expertise on Display:** Absorb transformative strategies, real world solutions, and playbooks from 250 expert speakers - the brightest stars in the customer contact constellation.
- **Industry Showcase:** Discover the latest tools and tech in the CCW Expo Hall, a showcase of groundbreaking solutions primed to elevate your customer contact organization.
- **One-stop Vendor Sourcing:** Experience the convenience of evaluating multiple vendors all in one central location in the CCW Expo Hall.
- **Tailored Learning:** Design your CCW experience with dozens of content tracks, from emerging technology and artificial intelligence, to workforce management and operational excellence.
- **Engage & Influence:** CCW sessions promise more than passive learning; they're a dialogue, a shared vision.
- **Strategic Insight:** Access invaluable insights from CMP Research, an invaluable compass for trend navigation, and strategic alignment for customer contact leaders.

With its unmatched energy, Las Vegas is the stage, and Customer Contact Week is the act you can't afford to miss.



Nathan Nickens
Conference Director
Customer Management Practice

MONDAY

MON | JUNE 3

8:00 AM - 5:00 PM **CCW Attendee Badge Pick-up**

6:00 PM **CCW Welcome Party**

TUESDAY

TUE | JUNE 4

8:00 AM **Check-in & Breakfast**

9:00 AM **CCWOMEN SUMMIT
CUSTOMER CONTACT
LEADERSHIP INSTITUTE
TECHNOLOGY & INNOVATION
FOCUS DAY**

10:30 AM **Networking Break**

11:00 AM **WORKSHOPS,
CMP RESEARCH WORKSHOPS**

12:30 PM **Lunch**

1:30 PM **CCWOMEN SUMMIT
CUSTOMER CONTACT
LEADERSHIP INSTITUTE
TECHNOLOGY & INNOVATION
FOCUS DAY**

3:00 PM **Networking Break**

3:30 PM **WORKSHOPS,
CMP RESEARCH WORKSHOPS**

6:00 PM **CCW Excellence Awards Gala**

9:30 PM **CCW Awards After Party**

WEDNESDAY

WED | JUNE 5

7:00 AM **Check-in & Breakfast**

8:00 AM **MAIN STAGE**

10:00 AM **Expo Hall Grand Opening**

11:00 AM **BREAKOUT SESSIONS**

12:15 PM **Lunch**

1:45 PM **BREAKOUT SESSIONS**

3:30 PM **Networking Reception**

4:30 PM **MAIN STAGE**

5:30 PM **Cocktail Reception**

THURSDAY

THU | JUNE 6

7:00 AM **CCWomen Breakfast**

8:00 AM **MAIN STAGE**

10:00 AM **Networking Reception**

11:00 AM **BREAKOUT SESSIONS**

12:45 PM **Lunch**

1:45 PM **BREAKOUT SESSIONS**

2:30 PM **Networking Reception**

3:00 PM **MAIN STAGE**

5:15 PM **Conference Concludes**

[VIEW THE FULL AGENDA](#)

CCW CUSTOMER CONTACT WEEK ADVISORY BOARD



Natalie Beckerman
Global Head of
Customer Support
Operations
IHG Hotels and Resorts



Jeff Beelman
VP, Contact/Service
Center
MAXIMUS



Colleen Beers
Chief Administrative
Officer
Alorica



Jaysa Boyer
Head of Employer
Engagement
**Ultimate Medical
Academy**



Geoff Burbridge
SVP, Director of Trust
Contact Center
Truist



Cheryl China
SVP, Director of Credit
Card Servicing
Citizens Bank



Lydia Clayton
AVP, Contact Center
Operations & Center
of Excellence
Cox Automotive



Shantanu Das
GM & Head of Global
Frontline Customer
Experience
Wayfair



Michael DeJager
Managing Director,
Events
**Customer Management
Practice**



Wes Dudley
VP, Customer
Experience
Broad River Retail



Lisa Griffin
VP, Consumer
Experience &
Clinical Access
University Hospitals



Lance Gruner
**CCW Advisory Board
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Customer Care
Mastercard



Jennifer Harrington
Senior Director, North
America Integrated
Marketing
Genesys



Shep Hyken
Chief Amazement Officer
Shepard Presentations



Baker Johnson
Chief Marketing Officer
UJET



Tanya Johnson
VP, Consumer Customer
Service
Verizon



Darrius Jones
SVP, Digital Design &
Innovation
USAA



Kathy Jumper
Chief Executive Officer
**Orange County's Credit
Union**



Ashley Keating
Director, Events &
Field Marketing
CallMiner



Mark Killick
SVP, Experiential
Operations
Shipt



Lauren Lee
Director, CX Sales &
Strategy
Freshworks



Mario Matulich
President
**Customer
Management Practice**



Adam McCreery
Director, Customer
Experience
DraftKings, Inc



Sam Nader
Head of Retail Service
Centers, Senior Director,
Guest Relations, Target.
com & Gift Card Service
Target



Anne Palmerine
VP, Customer
Engagement &
Enrollment Services
UPMC Health Plan



Ricardo Parodi
VP, Customer
Experience
Marriott International



Amy Payne
VP, Global Customer,
Partner & Events
Marketing
Talkdesk



Becky Ploeger
Global Head of Hilton
Reservations &
Customer Care
Hilton Worldwide



Troy Shaffer
VP, Contact Center
Operations
SCAN Health Plan



Mariano Tan
President & CEO
Prosodica



Einat Weiss
Chief Marketing Officer
NICE



REBECCA JARVIS

Chief Business, Technology &
Economics Correspondent
ABC News

**Join the award-winning journalist,
as she once again takes the helm
of the CCW Las Vegas Main Stage.**

An Emmy-award winner and Edward R. Murrow Award recipient, Jarvis is renowned for her compelling storytelling and vast experience reporting for ABC News. She'll guide us through critical issues that are top of mind for customer contact executives, including navigating digital disruption, leveraging technology in customer service, mastering hyper-personalization, addressing privacy and data security challenges, and leading your organization in a turbulent economy where cost-efficiency is not just a goal, but a necessity.



ANDREA JUNG

President and CEO of Grameen America
and Former CEO of Avon Products

Innovating at the Intersection: Redefining Customer Relationships in the Digital Era

Andrea Jung's extraordinary career, marked by her tenure as the longest-serving female CEO in the Fortune 500 at Avon and her transformative leadership at Grameen America, reflects her profound impact on customer engagement and women's empowerment. Beyond leading major global companies, Andrea has also shaped corporate strategies from the boardrooms of General Electric, Apple, and Unilever, bringing a diverse perspective and wealth of experience to these roles. Her strategic insights have reshaped these companies and propelled transformative initiatives across different industries.

In conversation with Rebecca Jarvis, ABC News Chief Business, Technology, and Economics Correspondent, Andrea will share her approaches to modernizing how companies interact with their customers. She'll share valuable lessons from her tenure at Avon, where she pioneered a shift towards a dynamic, inclusive brand, and harnessed digital technology for expansive customer reach. At Grameen America, Andrea has championed high-touch, community-centered customer engagement, showcasing its effectiveness even in our digital world.

This is a can't-miss opportunity to learn from a visionary leader whose influence extends from the helm of corporate giants to the boardrooms of some of the world's most influential companies.

CHECK OUT OUR Q&A WITH ANDREA



ANGIE BASTIAN

Founder
BoomChickaPop

The BoomChickaPop Journey from Garage to Global Phenomenon

Angie Bastian, the founder and entrepreneurial force behind the celebrated snack brand BoomChickaPop, takes the CCW Las Vegas mainstage to share her extraordinary journey from a garage in Mankato, Minnesota, to becoming a global brand phenomenon. Her story is a masterclass in harnessing customer-centric strategies to build a thriving business.

As a champion of women's leadership and entrepreneurship, Angie underscores the importance of an empowered workplace culture, fueling both brand and team success. In her CCW Las Vegas main stage presentation, she'll share her thrilling tale of "Accidental Entrepreneurship" and offer real-world insights on making impactful business decisions, nurturing strong customer relationships, and fostering a vibrant company ethos.

Angie's approach transcends the popcorn business, embodying a philosophy integral to leading successful customer contact and CX teams — innovation and adaptation in today's customer-driven world.

CHECK OUT OUR Q&A WITH ANGIE



MARTHA STEWART

Emmy Award-Winning TV Host
Founder, Martha Stewart Living Omnimedia

Martha Stewart Unfiltered: Mastering the Art of Authentic Customer Connections

From breaking barriers as a young female stockbroker on Wall Street in the 1960s, to pioneering the world of lifestyle branding from a Connecticut farmhouse, Martha Stewart's journey is nothing short of legendary. Her story—from her meteoric rise to her challenges and her triumphant return to the forefront of the cultural landscape—is a testament to resilience and reinvention, embodying the spirit of creativity and entrepreneurship.

Join Martha Stewart and ABC News Chief Business Correspondent Rebecca Jarvis for an extraordinary conversation, offering a unique glimpse into Martha's approach to building strong customer relationships. Rooted in her vast experience in lifestyle branding and customer loyalty, this session promises valuable insights into cultivating authentic, enduring relationships.

Discover from a globally renowned expert the secrets to creating resonant and lasting connections with your customers.



DR. RADHIKA DIRKS

CEO and Co-Founder
Xlabs and Ribo

Uncovering the Human Implications of Generative AI

As generative AI continues to develop at a breakneck pace, one question dominates the conversation: what does this mean for the future of humanity? Dr. Radhika Dirks, a visionary AI expert who speaks with bracing clarity, has been a part of the conversation around AI since 2014, when her AI program predicted the rise of ISIS.

One of Forbes' 30 Women in AI to Watch and Deloitte's Top Women in the AI World, join tech visionary Dr. Radhika Dirks at Customer Contact Week Las Vegas as she unearths the answers we need today to prepare for an AI-driven future.

Dr. Dirks's passion for artificial intelligence leadership is most notably demonstrated in her work as CEO and Co-Founder of XLabs, a moonshot factory for artificial intelligence innovations that is already solving huge problems, like getting closer to the cure for cancer. Her latest AI has found potential cures for 11 cancers within 1.5 years of launch.

Dr. Dirks leverages artificial intelligence to work on the biggest possible innovations: augmenting human minds, discovering new drugs, automating scientific experiments. Her passion and dedication lies in moonshots, the big ideas that will change the way we live and think, and how artificial intelligence is going to help get us there.



JOHNNY C. TAYLOR

President & CEO
Society of Human Resource Management

Reset: A Leader's Guide to Work in an Age of Upheaval

In an era defined by unprecedented change and complexity, the landscape of work is evolving rapidly. With the surge in remote work and a heightened emphasis on diversity and inclusion, organizations worldwide are facing intense competition for top talent. Johnny C. Taylor, Jr., President & CEO of SHRM, the world's largest HR professional society with over 300,000 members across 165 countries, will explore the critical role of leadership in these transformative times.

Johnny brings an unmatched depth of knowledge on the future of work and a career spanning over two decades, offering attendees the opportunity to learn from one of the most influential workforce leaders in the world. His journey is a unique blend of practical leadership and disruption, from senior executive roles at Paramount Pictures and Blockbuster Entertainment to his profound impact as CEO of the Thurgood Marshall College Fund.

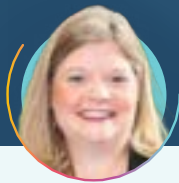
With advisory roles on the White House American Workforce Policy Advisory Board and as Chairman of the President's Advisory Board on Historically Black Colleges and Universities, he reinforces his lifelong commitment to crafting inclusive and progressive workplaces.

Learn how to cultivate a robust organizational culture that not only adapts to change but thrives on it, as he shares insights on creating forward-thinking, inclusive workplaces that leverage diverse perspectives for innovation and growth.

CCW CONFIRMED SPEAKERS



Angie Bastian
Founder
BoomChickaPop



Jaysa Boyer
Head, Employer
Engagement
**Ultimate Medical
Academy**



John Burke
Executive Director,
Customer Experience &
Systems
Wine Enthusiast



Shawn Castle
VP, Client Experience &
Customer Care
Sun Auto Tire & Service



**2023 CCWomen Hall of
Fame Inductee**

Cheryl China
SVP, Director of Credit
Card Services
Citizens Bank



Lydia Clayton
AVP, Contact Center
Operations & Center of
Excellence
Cox Automotive



Colin Crowley
VP, Customer Support
Maven Clinic



Shantanu Das
GM & Head of Global
Frontline Customer
Experience
Wayfair



Mark DeLembo
Director, Customer
Experience
Rent-A-Center



Radhika Dirks
CEO & Co-Founder
XLabs and Ribo



Neal Dlin
VP CSX
Aviso



Eric Esguerra
VP, Customer Service
& Operations
Miele



Nicollas Figueiredo
Senior Manager,
Global Contact Center
Operations
Virgin Voyages



Jared Finegold
Experience Lead, Digital
Customer Experience
Hub
McDonalds



Mandi Geary
Director, Customer Care
BSN Sports



Jonas Gebhardt
Director, Customer
Care Product
Walmart



Michael Germain
Associate Director,
Customer Service
Merck



Cheryl Gregware
AVP, Customer Service
Manager
Choice One Bank

CCW CONFIRMED SPEAKERS



Lance Gruner
EVP, Global
Customer Care
Mastercard



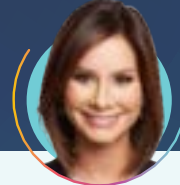
Lynda Harvey
Director of
Customer Support and
Account Management
Kin Insurance



Cory Hershman
Product Manager
SurePayroll



Willa Hightower
VP, Customer
Operations
Pepco Holdings



Rebecca Jarvis
Chief Business,
Technology & Economics
Correspondent
ABC News



Andrea Jung
President & CEO |
Former CEO of Avon
Grameen America



Jonas Kong
Head of User Research
Wish



Martin Landberg
Director, Workforce
Management
illumifin



Hovik Leon
Director, Health Benefits
Operations & Contact
Center
**SAG-AFTRA Health and
Pension Plans**



Cory Limberg
Director, Customer
Operations
**Hiawatha Broadband
Communications**



Christopher Lobley
VP, Bangor
Support Manager
Bangor Savings Bank



Shantel Love
VP Customer Success
Pearson



Jessica Lovell
SVP, Director of
Customer Relations
**First National Bank
Texas**



Patrick Mackay
Manager, Global CRM
& CX Analytics
Lifescan



Shaun Marshall
Founder
AMWM



Nathalia Mattos
Customer Experience
Manager
Bayer



Greg McConney
Director, Workforce
Planning & Analytics
Verizon



Adam McCreery
Director, Customer
Experience
DraftKings

CCW CONFIRMED SPEAKERS



Stephanie Moritz
Chief Customer
Innovation Officer
**American Dental
Association**



Jason Morris
Director, Customer
Experience
**Samaritan Ministries
International**



Wilson Nieves
SVP of Customer
Experience
Citizen Watch America



Devlin O'Neil
Former Senior Manager,
Customer Experience
Systems & Tools
Etsy



Gautam Patankar
Chief Experience Officer
Bobby Jones Links



**2023 CCWomen Hall of
Fame Inductee**
Kathy Phelps
President
C-lect Consulting



Dr. Natalie Petouhoff
WSJ Best Selling Author of
Empathy in Action™



**2021 CCWomen Hall of
Fame Inductee**
Judith Platz
Chief Customer Officer
SupportLogic



Sean Rajaram
Former Senior Director,
Global Head of
Digital Channels and
Automation
SmileDirectClub



Leigh Roach
Senior Manager,
Customer Experience &
Retail Operations
Johnston & Murphy



Monica Rothgery
Former Chief Operations
Officer
KFC



**2023 CCWomen Hall of
Fame Inductee**
Martha Sager
VP, Business
Development
Uniphore



Gordon Schleffer
AVP, Member Services
Molina Healthcare



Fred Spano
Director, Inside Sales
Frontdoor



Lisa Strate
Associate Director
Customer Experience
Purple Innovation
Purple



Sara Taheri
VP, Chief Product
Owner, Contact Center &
Robotics
Prudential Financial



Bridget Teeter
VP, Customer
Experience
Lemonade



Dr. Liz Wilson,
Behavioural Scientist
INCLUDE INC.

CCW CONFIRMED SPEAKERS

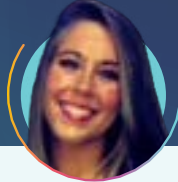


2023 CCWomen Hall of Fame Inductee

Kacey Felila Tolua
Senior Director, CEC
Technology, Center of
Excellence Products &
Global Infrastructure
Marriott International



Bruce Tulgan
Co-Founder & CEO
Rainmaker Thinking



Kourtney Walsh
Director, Customer &
Digital Experiences
Baylor Genetics



Karen Wu
Head, Operational
Excellence
Hyundai Capital



2021 CCWomen Hall of Fame Inductee

Dr. Hui Wu-Curtis
Founder & COO
SupportU



Brandi Yates
Associate VP, Learning &
Development
Ultimate Medical Academy



Thomas Young
Director, Customer
Experience
Halo Collar



Jill Zapadinsky
Director, Contact
Center & Customer
Registration Support
American Kennel Club



Nicole Kyle
CMP Research



Marc Bernstein
CEO & Founder
Balto



Mayukh Bhaowal
Co-Founder & CEO
Cuein.AI



Malissa Binkley
Chief Operating Officer
Cohere Health



Trisha Bright
Leadership + Life Coach
for Executive Women
Trisha Bright Coaching



Chris Carlson
SVP Provider Digital
Transformation
United Health Group Inc.



Art Coombs
Founder & CEO
KomBea



Frid Edmond
SVP for Customer
Engagement Centers
Marriott



David Glickman
CEO
Mint Mobile

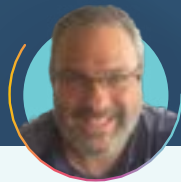


Sarah Goforth
Director, Business
Planning
Cohere Health

CCW CONFIRMED SPEAKERS



Abhinandan Jain
Chief Growth Officer
Startek



Jeremy Malin
Senior Director, Product
Management, Digital
Strategy & Customer
Experience
Credit One Bank



Janelle Mansfield
VP, CX Strategy and
Enablement
People Corporation



Tom McCarty
Director, Customer Care
Division
**Texas Workforce
Commission**



Brent Nelson
VP of the Virtual
Communication Center &
Retail Experience
Wellby Financial



Ricardo Parodi
VP, Customer
Engagement Centers
Strategy
Marriott



Timothy Rauschenbach
VP of Patient
Engagement
**Millennium Physician
Group**



John Spottiswood
COO & Chief Data
Officer
Jerry.ai



Rick Szabo
Director - Contact Center
CAA Quebec



Johnny Taylor
President & CEO
SHRM



Lauren Volpe
Chief Customer
Experience Officer
Zip Co



Michael Wireko
VP, Customer Care
Grubhub

[VIEW ALL SPEAKERS](#)

[VIEW THE FULL AGENDA](#)

THE CCW EXPO HALL: Explore Cutting-Edge Customer Contact Solutions: Unlock the Potential for a Competitive Advantage in Your Business.

The CCW Expo Hall is the only stop you need to make this year to meet with the most innovative suppliers in the industry. As we go through this 2024 CCW season, we've assembled a who's who of brands that are pushing the envelope in technology, services, and support for contact center and CX leaders.



INTERESTED IN SPONSORING?

CONTACT US

GENERATIVE AI & EMERGING TECHNOLOGY

Artificial intelligence is revolutionizing the customer contact space with its persistent advancement. Our sessions will focus on the application of generative AI and the latest emerging technologies that are shaping the industry today.

OMNICHANNEL & SELF-SERVICE

Master your omnichannel strategy, integrate effective self-service options, and utilize the power of conversational AI to deliver a cohesive and superior customer experience across all touchpoints.

CUSTOMER EXPERIENCE & ENGAGEMENT

Stay abreast of the newest trends and proven practices in customer experience and engagement. Discover how to craft personalized and impactful experiences at various customer interaction points, utilizing tools such as journey mapping and design thinking.

DIGITAL TRANSFORMATION & INNOVATION

Learn about the newest strategies, tools, and technology that are driving digital transformation in customer contact centers. Equip yourself with the knowledge to innovate and stay ahead, enhancing customer interactions and operational efficiency.

WORKFORCE MANAGEMENT

Get insights into effectively managing remote and hybrid teams, attracting and retaining the best talent, and implementing robust training programs. Adapt to the evolving workforce dynamics and foster a work environment conducive to employee development and satisfaction.

LEADERSHIP & CULTURE

Uncover the best practices for creating a high-performance culture, honing leadership skills, and enhancing employee engagement. Learn to build an empathetic, diverse, and inclusive workplace that translates into outstanding customer experiences.

CONTACT CENTER OPERATIONS & EFFICIENCY

Explore practical solutions to improve contact center operations, boost efficiency, and enhance agent productivity. Industry experts will guide you through overcoming common operational challenges, streamlining processes, and utilizing your resources to their fullest potential.

INDUSTRY INSIGHTS & BEST PRACTICES

Benefit from the wisdom of industry leaders sharing their experiences and best practices in delivering top-tier customer service. Real-world case studies, success stories, and specialized discussions will provide you with actionable insights tailored to your industry.

CUSTOMER CONTACT LEADERSHIP INSTITUTE

TUESDAY | JUNE 4

An intensive experience specifically for high potential Managers and Leaders

Customer Contact Leadership Institute, powered by CMP Research, has cracked the code on the competencies required to engage and lead teams in today's remote and hybrid environments without sacrificing customer and efficiency outcomes. The curriculum combines academic grounding with real world application to enhance and enrich the work of the contact center executive in their leadership role in their company.

The perfect bonus prep session for CMP Certified candidates.

Powered by:



CMP Research is the research and advisory arm of Customer Management Practice, which brings you Customer Contact Week. We deliver independent, provider-agnostic insight and tools to help customer contact leaders make better decisions faster amid transformation.

INDUSTRY STATS

ONLY 4%

of consumers feel the CX has meaningfully improved, creating an opportunity for customer-centric brands to **separate from the pack** and create lifetime fans.

[VIEW THE FULL AGENDA](#)

TECHNOLOGY & INNOVATION FOCUS DAY

TUESDAY | JUNE 4

Examine the most transformative
customer contact technology

Technology & Innovation Focus Day, powered by CCW Digital, delivers comprehensive, cutting-edge content across the most critical (and disruptive) customer contact technology. Each session features an analyst-led topic briefing, critical analysis of real-world case studies, and an interactive activity that'll take each topic from theory to practice in the context of your own business.

Powered by:



INDUSTRY STATS

ARE BRANDS FALLING IN LOVE WITH THE WORD “NO”?

58% of consumers feel it is harder than ever to get a refund or make-good from a brand.

[VIEW THE FULL AGENDA](#)



CCWOMEN SUMMIT | TUESDAY, JUNE 4

SUMMIT

CCWOMEN SUMMIT

TUESDAY | JUNE 4

CCWomen is a community created BY women,
FOR women and allies.

Our purpose is to support, celebrate, and connect women and allies.
Our mission is to revolutionize the customer contact industry through
community, one woman at a time.

We're here to build a stage for you to stand on.

Join us as the industry's most influential female executives lead a day
of networking, learning, and growing within our community.

REGISTER TODAY

REGISTER TODAY

REGISTER TODAY

STAY UP TO DATE WITH CCWOMEN!



BROUGHT TO YOU BY **NICE**

CCW EXCELLENCE AWARDS GALA

TUESDAY | JUNE 4

The industry's most exciting night of the year!

The CCW Excellence Awards recognize the most innovative companies and top-performing executives for their extraordinary contributions to the customer contact profession. The mission of the CCW Excellence Awards is to raise the bar for the contact center profession by identifying top practices, superior thinking, creativity, and execution across the full spectrum of contact center functions. After a particularly extraordinary couple of years, the 2024 Awards program celebrates stories of strength, endurance, perseverance, and operational continuity across the profession.



IMPORTANT DEADLINES

APPLICATIONS RELEASED:

December 18, 2023

APPLICATION DEADLINE:

February 23, 2024

FINALISTS ANNOUNCED:

Mid-April 2024

WINNERS ANNOUNCED:

Tuesday, June 4, 2024

CCW AWARDS AFTER PARTY

END USER CATEGORIES

- Customer Contact Leader of the Year
- Best in Class Contact Center (1-99 Seats)
- Best in Class Contact Center (100+ Seats)
- People's Choice Best in Class Contact Center

VENDOR CATEGORIES

- Cloud-Based CX Solution of the Year
- BPO of the Year
- Workforce Innovation of the Year
- Disruptive Technology of the Year
- Automation Solution of the Year

END USER & VENDOR CATEGORIES

- CCWomen Hall of Fame
- CCWomen's Best Workplace for Gender Equity Award
- CMP Research: Best of the Best Managers in Customer Contact
- CMP Research: Best of the Best Agents in Customer Contact
- CMP Research: Best of the Best Employee Experience
- CMP Research: Best of the Best Self-Service Innovation







BEST IN CLASS CONTACT CENTER (100+ SEATS)

Winner: Allstate Insurance Company
 Runner Up: Nespresso
 Honorable Mention: UPMC Health Plan
 EX of the Year: SCAN Health Plan

BEST IN CLASS CONTACT CENTER (1-99 SEATS)

Winner: Genentech
 Runner Up: Affinity Plus Federal Credit Union
 Honorable Mention: See's Candies
 EX of the Year: Stanley Black & Decker Outdoor

CUSTOMER CONTACT LEADER OF THE YEAR

Winner: Sonia Huestis, California Department of Motor Vehicles
 Runner Up: Shana Kelly, DICK's Sporting Goods
 Honorable Mention: Rich King, NRTC

AUTOMATION SOLUTION OF THE YEAR

Winner: CallMiner
 Runner Up: TransUnion
 Honorable Mention: Talkdesk
 Honorable Mention: Laivly
 Honorable Mention: Replicant

BPO OF THE YEAR

Winner: Etech Global Services
 Runner Up: Arise Virtual Solutions Inc.
 Honorable Mention: Acquire BPO
 Honorable Mention: iQor
 Honorable Mention: Alorica

CLOUD-BASED CX SOLUTION OF THE YEAR

Winner: UJET, Inc.
 Runner Up: Bright Pattern
 Honorable Mention: Five9
 Honorable Mention: Talkdesk

DISRUPTIVE TECHNOLOGY OF THE YEAR

Winner: NICE Corporation
 Runner Up: Kore.ai
 Honorable Mention: Cognigy
 Honorable Mention: Talkdesk

WORKFORCE INNOVATION OF THE YEAR

Winner: Calabrio
 Runner Up: Cogito
 Honorable Mention: Alorica
 Honorable Mention: Laivly
 Honorable Mention: Arise Virtual Solutions

CCWOMEN HALL OF FAME INDUCTEES

- Kacey Felila Tolua, **Marriott International**
- Kathy Phelps, **C-lect Consulting**
- Martha Sager, **Uniphore**
- Cheryl China, **Citizens Bank**

CMP BEST OF THE BEST: AGENTS IN CUSTOMER CONTACT

- Alyssa Scott, **DICK's Sporting Goods**
- David Hall, **DICK's Sporting Goods**
- Jack Wiebe, **DICK's Sporting Goods**
- Madeleine Lapsley, **American Customer Care**
- Elizabeth Gaucin, **American Customer Care**
- Nick Amos, **Serta Simmons Bedding**
- Charley Grant, **Synovus**
- Tamie Jones, **American Customer Care**
- Bobby Leonard, **Bespoke Post**
- Ada Dalos, **Bespoke Post**

CMP BEST OF THE BEST: MANAGERS IN CUSTOMER CONTACT

- Sara Bahl, **DICK's Sporting Goods**
- Lutitia Merlan, **American Customer Care**
- Steven Cook, **Serta Simmons Bedding**
- Erica Burton, **Synovus**
- Cam Jellison, **Leaf Home**
- Mike Crowe, **American Customer Care**
- Kirk Peters, **Members 1st FCU**
- Darlene Unger, **Showdown Displays**
- Jake Petrangelo, **Showdown Displays**
- Stacy Samuelson, **Showdown Displays**
- Tyris Thomas, **Showdown Displays**
- Charlotte Wood, **Bespoke Post**
- Artur Szymczak, **Specialty Life Insurance**

EXCEPTIONAL EXPERIENCES AT THE INTERSECTION OF TECH & PATIENT-CENTERED THINKING

WEDNESDAY | JUNE 5

An all-day series of sharp and thought-provoking presentations focused on front of mind topics in the Healthcare industry.

Designed for healthcare professionals who are leading their organizations' customer contact functions, shaping the future of patients' end-to-end experiences, and reimagining employee engagement.

EXPLORE SESSIONS

ELEVATING RETAIL CUSTOMER INTERACTIONS IN THE DIGITAL AGE

WEDNESDAY | JUNE 5

Dedicated to forward-thinking leaders like you, who are shaping the future of customer interactions in the retail industry. Join us to explore cutting-edge strategies, technologies, and insights transforming retail customer contact centers into hubs of customer satisfaction and efficiency.

Gain Unparalleled Insights from Industry Experts.

Our lineup of speakers includes renowned executives, strategists, and innovators, each bringing a wealth of experience and groundbreaking ideas. Prepare to be inspired and informed by experts who are reshaping the world of retail customer contact.

EXPLORE SESSIONS

EXPLORE TRANSFORMATIVE STRATEGIES FOR BFSI CUSTOMER CONTACT

THURSDAY | JUNE 6

Navigate digital trends and build trust.

Designed for Banking, Financial Services, and Insurance leaders who are leading customer contact organizations and shaping the future of customer interactions in the finance sector. Join us to examine how digital transformation, regulatory challenges, and customer trust are being synergistically managed to redefine customer contact in BFSI.

Our lineup of expert speakers brings together the brightest minds in BFSI to share valuable insights and strategies on navigating the complexities of leading customer contact organizations.

EXPLORE SESSIONS

THE ROAD LESS TRAVELED: STRENGTHENING THE END-TO-END CUSTOMER JOURNEY IN TRAVEL & HOSPITALITY

THURSDAY | JUNE 6

Tailored to forward-thinking customer service and experience practitioners in the travel and hospitality space, these sessions will consider the top market trends and customer expectation shifts to stay competitive, with an emphasis on effective process innovation, sustainable digital transformation strategies, and executing with a more human-centered approach.

CUSTOMERCONTACTWEEK
#CCWVEGAS

EXPLORE SESSIONS

THE SELF-SUFFICIENT CUSTOMER: CHANGING CUSTOMER EXPECTATIONS & HOW TO MEET THEM

WEDNESDAY | JUNE 5

Self-service experiences are in increasing demand from more self-sufficient and like-minded customers. But these can be challenging to deliver without a clear lens into when and why customers would rather self-serve. Join us to discover key findings into changing customer expectations and keys to success for leveraging self-service in a world where the technology and AI landscape evolves daily.

Hear from the Masters in Self-Service Strategy.

CMP Research Managing Director Nicole Kyle will be joined by experts in self-service and emerging technology to unearth valuable insights, use cases, and real world applications.

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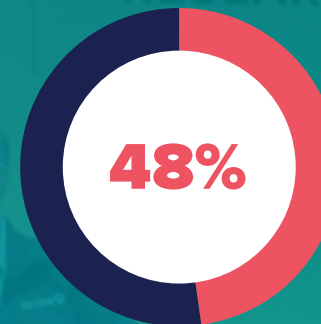


RESEARCH™

CMP Research is the research and advisory arm of Customer Management Practice, which brings you Customer Contact Week. We deliver independent, provider-agnostic insight and tools to help customer contact leaders make better decisions faster amid transformation.

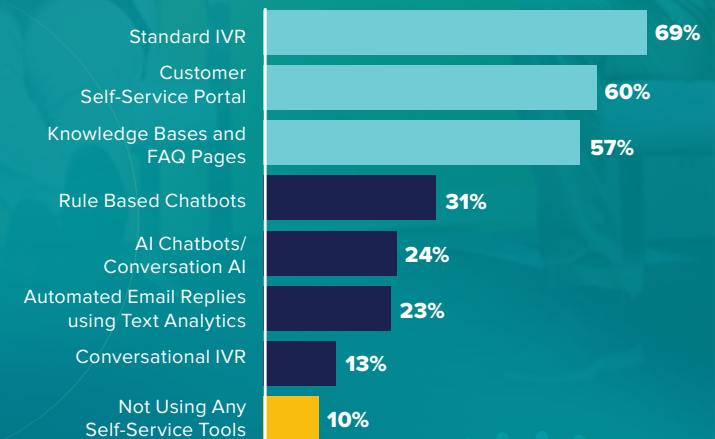
EXPLORE SESSIONS

SELF-SERVICE EXPERIENCE FOR THE POST-COVID CUSTOMER



of leaders say customer adoption is the biggest barrier to success of self-service customer experiences

TOOLS ACROSS CUSTOMER CONTACT



DISCOVER HOW TO OPTIMIZE DIGITAL-FIRST CUSTOMER EXPERIENCES AND ELEVATE YOUR CX GAME

THURSDAY | JUNE 6

A Convergence of CX Innovation and Leadership.

Designed for visionary leaders who are at the forefront of shaping customer experiences in the digital era. Discover transformative strategies and technologies that are redefining what it means to deliver exceptional customer experiences.

Learn from the Titans of Customer Experience.

Our speakers are distinguished CX experts and thought leaders, ready to share their insights and in revolutionizing customer interactions and engagement.

EXPLORE SESSIONS

MANAGING CUSTOMER CONTACT AGENTS IN A FLEXIBLE WORLD

THURSDAY | JUNE 6

As the world of customer service becomes increasingly flexible and complex, it's essential for contact center leaders to retain and engage their agents. But what makes an agent more or less likely to succeed in new ways of working? Moreover, how can leaders shorten their teams' time to competency amid a competitive and uncertain talent market?

Hear from CMP Research Managing Director Nicole Kyle and other cross-industry experts as they examine top strategies, use cases, and key findings in distinguishing high-performing hybrid contact centers and agents from the rest.

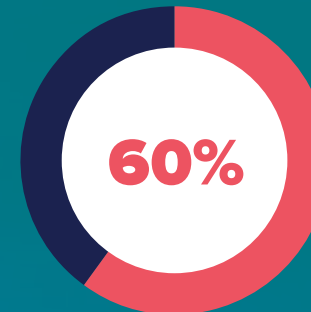
Powered by:



CMP Research is the research and advisory arm of Customer Management Practice, which brings you Customer Contact Week. We deliver independent, provider-agnostic insight and tools to help customer contact leaders make better decisions faster amid transformation.

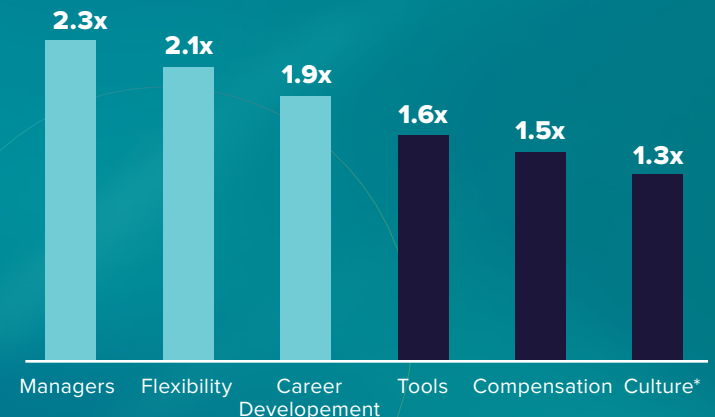
EXPLORE SESSIONS

ENGAGING AND RETAINING AGENTS IN A FLEXIBLE WORLD



of agents that have less than one year of experience in customer contact anticipate leaving their current role within one year

IMPACT ON LIKELIHOOD OF AGENT SATISFACTION



* Culture for purposed of this study is defined as social engagement at work (e.g. team bonding activities, free lunches, virtual happy hours)

CCWOMEN: CREATED BY WOMEN, FOR WOMEN AND ALLIES

THURSDAY | JUNE 6

Community, Connection, and Celebration: Revolutionizing the Customer Contact Industry

As a professional platform designed by women, for women and allies, CCWomen is passionate about making impactful connections that go beyond the surface level. Join us for groundbreaking keynotes, insightful conversations, and the opportunity to be part of a community built on support and empowerment.

Our lineup of inspirational speakers brings together accomplished women and allies who are transforming the contact center. They will share their stories of success, personal and professional growth, and achievement at CCW Las Vegas.

SESSION HIGHLIGHTS

WORK LIFE BALANCE

These sessions will center on mental health and wellness in and out of the workplace. We're all about helping women through burnout, encouraging self-advocacy, and setting boundaries to boost productivity and motivation.

MONEY MATTERS

Learn about the current state of pay equity, best practices for self-advocacy in the workplace, and how women and allies can empower each other to grow in their careers and receive the compensation they deserve.

THE POWER OF COMMUNITY

CCWomen is built on community and aims to expand and strengthen ours! As we welcome women and allies from various industries, we'll explore the power and positive impact community building has on careers, whether it's growing your network, tapping into mentorship opportunities, or developing your leadership skills.

SESSION HIGHLIGHTS

VIEW THE FULL AGENDA

VIEW THE FULL AGENDA

EMPOWERING CUSTOMER CONTACT LEADERS TO NAVIGATE THE FUTURE OF WORK

CMP Research helps customer contact leaders make informed decisions faster amid transformation.

We deliver independent quantitative and qualitative research, data-driven analysis, advisory services and executive networking.



JOIN CMP RESEARCH AT CCW LAS VEGAS

**The Self-Sufficient Customer:
Changing Customer Expectations
& How to Meet Them**

**Research Circle: Optimizing
Self-Service for the Evolving
Customer (Invite Only)**

[Request An Invitation Here](#)



CMP Certified™ (CMPC), powered by CMP Research, certifies contact center agents and leaders in the behaviors that drive performance in a flexible customer contact environment.

CMP CERTIFICATION FOR CONTACT CENTER AGENTS, MANAGERS, AND ORGANIZATIONS

FOR AGENTS

Agents excelling at CMP competencies are **2.3x more likely to exceed expectations in their performance review** and **2.25x more likely to overperform on first contact resolution**. By completing our certification program, agents showcase their ability to:



Handle customer inquiries, complaints and escalations effectively and efficiently



Leverage their communication and interpersonal skills to build better rapport with customers



Integrate their knowledge of best practices in the contact center industry to thrive in remote and hybrid environments

STANDARD

\$1,079 (\$1,199)

- Save over 10% by purchasing a CCW Las Vegas add on
- Up to 2 free coaching calls
- **\$179 Maintenance Fee**
(Regular \$199, every 2 years)

FOR LEADERS

Leaders excelling at CMP competencies are **2.5x more likely to be able to retain agents** and **nearly 3x as likely to exceed expectations in their performance review**. By completing our certification program, leaders showcase their ability to:



Develop skills as a leader to effectively manage and engage a flexible contact center team



Improve ability to create a positive and productive work environment



Enhance capacity to optimize performance and productivity

STANDARD

\$1,349 (\$1,499)

- Save over 10% by purchasing a CCW Las Vegas add on
- Up to 2 free coaching calls
- **\$359 Maintenance Fee**
(Regular \$399, every 2 years)

FOR ORGANIZATIONS

The average customer contact organization loses \$600K annually due to employee attrition.

Organizations excelling at CMP competencies can cut attrition in half and increase customer satisfaction by 20%. By completing our certification program, organizations can:



Reduce attrition by 50%



Double employee retention rate



Increase satisfaction by 20%

To inquire about special rates, email info@cmpresearch.com.



BEST ENGAGEMENT

"I came to CCW this year to engage with some of the best industry leaders in CX and also to evangelize the new CX model and all that we're offering to customers today."



EXCELLENT CONFERENCE

"This is the only Customer Contact event I've found that gets probably the best of customer contact executives under one roof from technology and business."



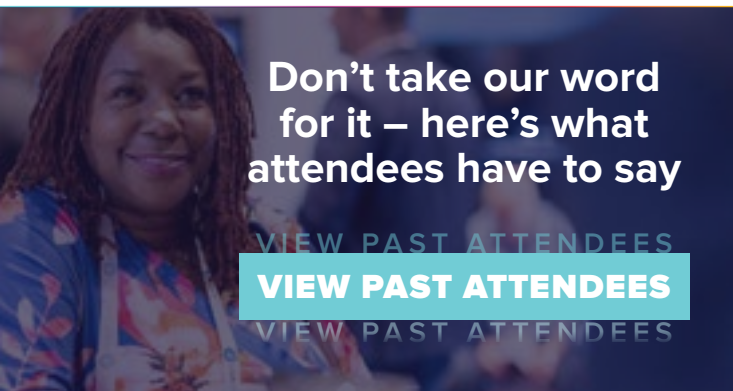
INCREDIBLE EXPO HALL

"I'm a big fan of the Expo Hall, because if I were to sit back at my company and evaluate technology, it would take me a whole year for what I get here in two days."



AMAZING EXPERIENCE

"The festivities have been amazing. CCW always does an amazing job to ensure the events are always fun, meaningful, but also memorable."



VALUABLE CONVERSATIONS

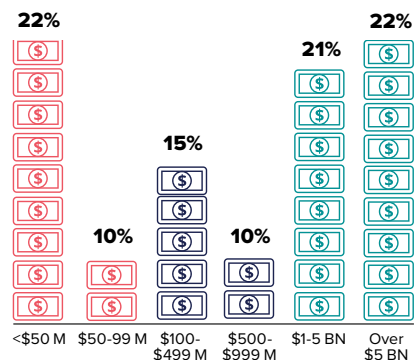
"Being in person with people, meeting people face-to-face, it feels less intense than on zoom. Here it's just casual conversation and people are actually enjoying themselves."



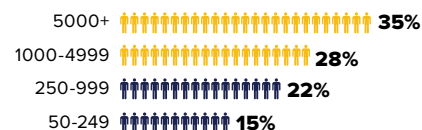
GREAT CONNECTIONS

"It's not just about connections, I'm learning so much about what I can bring back to my organization as well."

ANNUAL COMPANY REVENUE



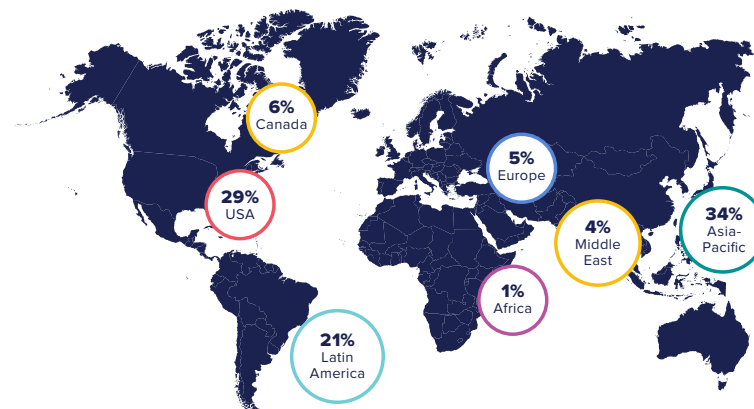
COMPANY SIZE (# OF EMPLOYEES)



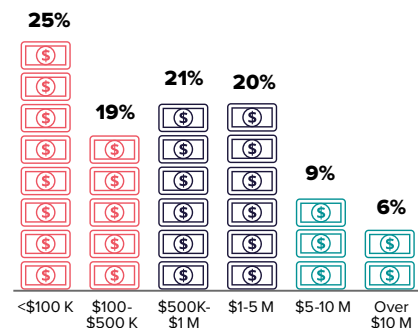
CONTROLS OR DIRECTLY INFLUENCES BUDGET



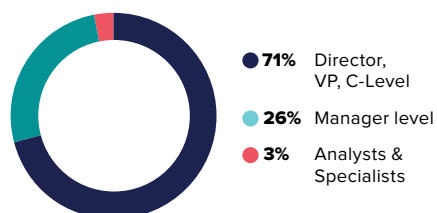
ATTENDEES POTENTIAL OUTSOURCING REGIONS



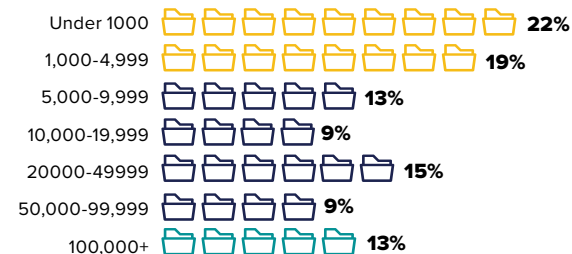
BUDGET FOR CX SOLUTIONS



ATTENDEE SENIORITY



OF TICKETS HANDLED EACH MONTH



35%

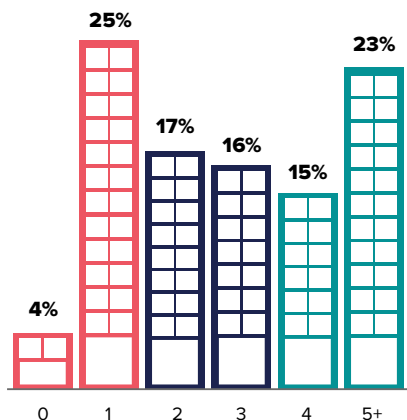
profiled delegates sit or report directly to the C-suite.



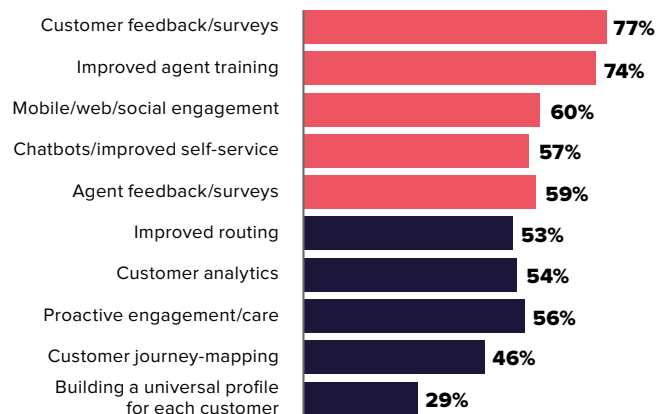
86%

profiled delegates influence or control the contact center & CX budget

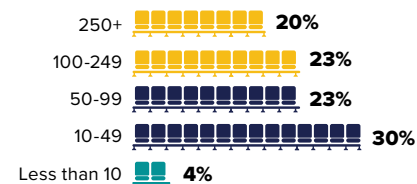
NUMBER OF CONTACT CENTER SITES



TOOLS USED TO REDUCE CUSTOMER EFFORT



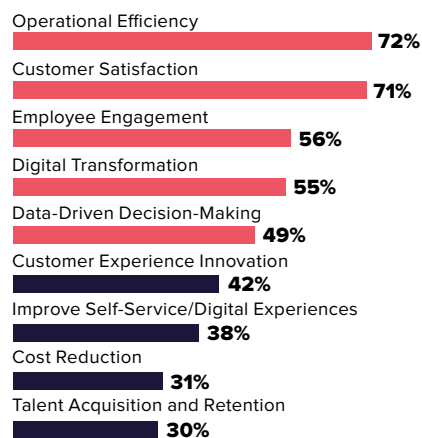
AVERAGE AGENT SEATS PER SITE



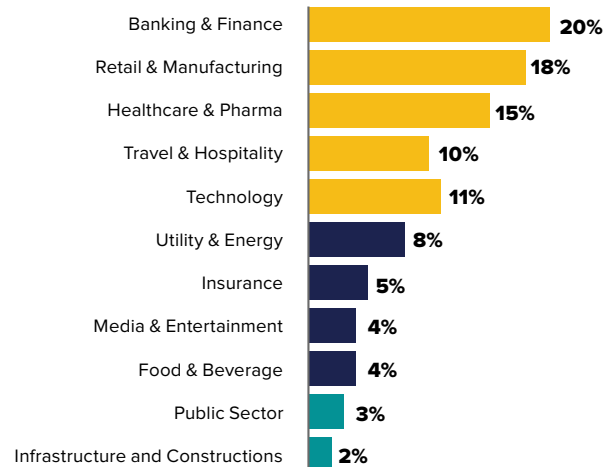
58%

profiled delegates identify AI/Automation as their top investment priority

ATTENDEES MOST URGENT PRIORITIES



ATTENDEE INDUSTRY





Since 2006, **Amazon Web Services** has been the world's most comprehensive and broadly adopted cloud. AWS has been continually expanding its services to support virtually any workload, and it now has more than 200 fully featured services for compute, storage, databases, networking, analytics, machine learning and artificial intelligence (AI), Internet of Things (IoT), mobile, security, hybrid, virtual and augmented reality (VR and AR), media, and application development, deployment, and management from 99 Availability Zones within 31 geographic regions, with announced plans for 15 more Availability Zones and five more AWS Regions in Canada, Israel, Malaysia, New Zealand, and Thailand. Millions of customers—including the fastest-growing startups, largest enterprises, and leading government agencies—trust AWS to power their infrastructure, become more agile, and lower costs.



Every minute of every day, **AVAYA** powers positive and productive interactions that drive customer loyalty, team collaboration, and business success. With the vision to reimagine the ways people and businesses engage and experience the world, AVAYA's core mission is to help organizations create unmatched customer and employee experiences that drive business momentum.



Five9 is a leading CCaaS platform that empowers your agents to engage with customers across their channel of choice, provides your managers with visibility into contact center performance, and brings overall agility to your business. Five9 brings the power of people and technology to enable you to drive CX success and deliver on your CX promise.



Every year, **Genesys** orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of cloud, digital and AI technologies, organizations can realize Experience as a Service®, and Genesys' vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine, Genesys enables true intimacy at scale to foster customer trust and loyalty.



Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.



With **NICE**, it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform - and elevate - every customer interaction.



Sprinklr is the unified platform for all customer-facing functions. We call it Unified Customer Experience Management (Unified-CXM). We help companies deliver human experiences to every customer, every time, across any modern channel, at a once-impossible scale. Headquartered in New York City with employees around the world, Sprinklr works with more than 1,000 of the world's most valuable enterprises —global brands like Microsoft, P&G, Samsung and more than 50% of the Fortune 100.



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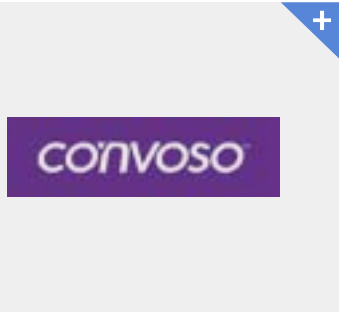
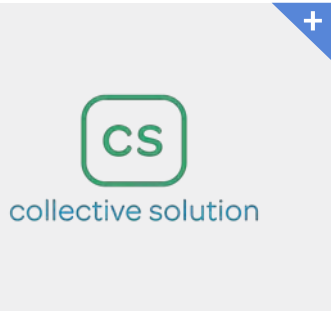
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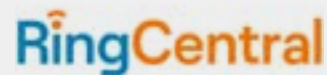
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WELCOME TO LAS VEGAS

HOTELS

We have secured room blocks at

**Caesars Palace, Harrahs,
and The LINQ**

with preferential rates for your convenience. Book soon, rooms fill up quickly. Special rates for attendees are based on availability. All rooms must be booked by Thursday, May 9, 2024.

BOOK NOW



VENUE

Customer Contact Week will be held at **Caesars Forum** on **June 3-6, 2024**.

CAESARS FORUM

3911 KOVAL LN, LAS VEGAS, NV 89109

The world's largest customer contact event is back, and taking place at Caesars Forum, a brand new venue from Caesars Entertainment. Caesars Forum includes 550,000 sq. ft of space, including two of the largest pillarless ballrooms in the world. Caesars Forum (not to be confused with other Caesars Entertainment properties) is located behind The LINQ Promenade and adjacent to the Las Vegas High Roller. Caesars Forum is also accessible through the sky bridge from The LINQ & Harrah's. The venue is NOT accessible through Caesars Palace or The Forum Shops at Caesars.

CCW PRICING & REGISTRATION

Register now and book at the lowest rate available. Check out our 2024 registration options below. For any questions about custom pricing to attend CCW Las Vegas, please contact us and we'll be in touch.

Email events@customercontactweek.com

Register online www.customercontactweek.com

BUY ONE, GET ONE FREE*

*Valid until 3/29/2024 for end users only. Terms apply.

REGISTER NOW

END USER PASS

EARLY BIRD DEAL!
REGISTER BEFORE FRIDAY, 5/3/2024

~~\$1,999~~
\$1,699

Pass Includes:

- Access to All Conference Days - 6/3, 6/4, 6/5, 6/6
- CCW Welcome Party (6/3)
- CCWomen Summit (6/4)
- Technology & Innovation Focus Day (6/4)
- Customer Contact Leadership Institute (6/4)
- Main Stage
- Expo Hall
- Think Tank Discussions
- Case Study Sessions
- Networking Opportunities
- Breakfast & Lunch Daily
- Mobile App
- Speaker Meet & Greets & Book Signings

VENDOR PASS

\$5,499

Pass Includes:

- Access to All Conference Days - 6/3, 6/4, 6/5, 6/6*
- CCW Welcome Party (6/3)
- CCWomen Summit (6/4)
- Technology & Innovation Focus Day (6/4)
- Customer Contact Leadership Institute (6/4)
- Main Stage
- Expo Hall
- Think Tank Discussions
- Case Study Sessions
- Networking Opportunities
- Breakfast & Lunch Daily
- Mobile App
- Speaker Meet & Greets & Book Signings

*Does not include access to workshop sessions on 6/4

EXPLORE SPONSORSHIP
**EXPLORE SPONSORSHIP
OPPORTUNITIES**

Customer Contact Week is produced by CMP. CMP reserves the right to determine who qualifies as an end user. Those who are determined a vendor will be denied access to End-User pricing. These prices are featured as a limited time only promotion. CMP reserves the right to increase these prices at its discretion.

Please note multiple discounts cannot be combined. A \$99 processing charge will be assessed to all registrations not accompanied by credit card payment at the time of registration.

MAKE CHECKS PAYABLE IN U.S. DOLLARS TO: Customer Management Practice

*CT residents or people employed in the state of CT must add 6.35% sales tax.

Details for making payment via EFT or wire transfer:

JP Morgan Chase & Co. Penton Learning Systems LLC dba CMP
Account#: 937-332641
ABA/Routing#: 021000021
Reference Code: 10711.019

Payment Policy: Payment is due in full at the time of registration and includes lunches and refreshment. Your registration will not be confirmed until payment is received and may be subject to cancellation.

Please view CMP's **cancellation policy**.

Special Dietary Needs: If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

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ONLY 1 PACKAGE LEFT!

CCW LAS VEGAS GROUP PACKAGE

RATE: \$10,000

WHAT'S INCLUDED

- Private 1 hour session on leadership with Bruce Tulgan, Co-Founder and CEO of Rainmaker Thinking on Monday, June 3. After a stellar keynote speaking session at CCW Nashville, Bruce Tulgan is coming back to CCW Las Vegas to lead private coaching sessions focusing on insights and strategies for leadership in today's world.
- Designated private meeting area for the duration of the event, June 3-6.

CONTACT US

Disclaimers

- Minimum of 10, maximum of 20 people needed to qualify for this package.
- Valid for end user companies only.
- Initial placeholders accepted. 10 unique registrants must be processed by 1 week prior to the event or the package benefits will be revoked.



BRUCE TULGAN

Co-Founder and CEO
Rainmaker Thinking

With sponsorship, branding, and speaking opportunities, Customer Contact Week's offerings can help your organization achieve its goals. Let's connect and chat further.

SPEAKERS + PROGRAM



Nathan Nickens
Conference Director
Customer Management Practice
✉ nathan.nickens@cmpteam.com

SPONSORSHIP



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Head of Sponsorship Sales, CMP Events & Digital
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LET'S GET SOCIAL!

