



Execs In The Know

ENABLING WORK-FROM-HOME BRIEFING

Critical Steps to Long-Term Success

June 10, 2021 | 11:30 AM - 2:00 PM (ET)

MEET THE FEATURED BRAND HOST



Ebrahim Hyder

Vice President, Customer Service at **Michael Kors**

Ebrahim Hyder is an accomplished, award-winning professional with over +25 years of local and international experience in contact centers, customer service, strategic planning, and change management. He's a results-driven leader with proven success working in both start-up and large global organizations. Ebrahim is energetic, bold, innovative, and believes in always putting the customer first. He serves on the Execs In The Know Corporate Advisory Board and is committed to providing CX leaders with meaningful research and insights, while simultaneously advancing the conversation on all facets of the customer experience.

MEET THE PANEL



Daralee Easter

Global WAH Lead at **Concentrix**

Daralee is the Global Work at Home Offering Leader at Concentrix. Daralee's focus is on our work from home strategy, innovations and sales support across the global. Daralee has spent her career at Concentrix developing her passion for remote and virtual contact center environments as well as working alongside executive level clients, business development and operations leaders to resolve complex business challenges, develop strategies and meet program objectives for some of the most iconic American companies. Daralee is a mother to two remarkable daughters and has a deep passion for growing and developing a strong network of women. Daralee is married and enjoys spending time at her cottage outside Riding Mountain National Park in Canada, skiing and planning her next adventures with her home and work family alike.



Hugo Felipe Godoy

Vice President, LACAR Region at **Conduent**

Felipe manages Conduent's Latin America and the Caribbean CXM business and brings 22+ years of leadership in the customer experience and technology-enabled digital interactions business. He is passionate about service delivery excellence and is recognized for exceeding goals, building strong relationships and designing and managing multi-faceted solutions. Felipe worked in several management roles serving in the Telecommunications, Media and Entertainment, High-Tech and Healthcare industries. His BPO experience includes very versatile capabilities in Customer Experience, Digital Processing, Multi-Channel Communications as well as Digital Transformation. He is a results-oriented leader with excellent organizational skills. Felipe holds a technical degree in Business Administration and is a Black Belt Six Sigma. He enjoys spending time with his wife and their two beautiful daughters.



Cheryl Gunn

Sr. Vice President of Operations at **Liveops**

With over two decades of experience in Contact Center Learning and Development, Operational Delivery and Client Success, Cheryl has led client programs from implementation to optimization in a variety of fields. Her relationship-based approach to client partnerships has allowed her to organically grow programs and retain long term success with trusted client partners. Though her experience is deep rooted in the Work from Home space, she has also run traditional Brick and Mortar and Hybrid programs, and has consulted with global BPO organizations to transition workforces from in-center to WAH. She lives in Ohio and enjoys spending time with her family.



Michaud Ray

Vice President, Business Development and Strategic Accounts at **SYKES**

Twenty-three years of increasing responsibility within contact center industry across a broad range of operational, account management, business development and support services responsibilities. Approaches work with a passionate focus of building strategic trusted relationships through finding an overall win/win relationship, creating a culture of innovation to add value, and when needed, navigating executive leadership changes with a highly adaptive approach; all resulting in creating raving fans for the company/brand.



Daniel Borrelli

RPA Solution Engineer at **NICE**

I started my career as a collector in the contact center space at JPMorgan Chase and progressed through many facets of the business and IT management over 10 years. I have since specialized in QM, Compliance Recording, Speech Analytics, Desktop Analytics and Automation. The last 20 years I have split down the middle between Implementation Services and Sales Engineering/Consulting. I live in northwest Georgia with my family. Among many outdoor activities, I love Scuba Diving.



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Concentrix is a technology-enabled global business services company specializing in customer engagement and improving business performance. We partner with ambitious, progressive executives around the world to future-proof their business and stay ahead of the competition and customer expectations.

It's all about tapping into sentiment and building an emotional connection that keeps customers and staff fanatical about your brand. That's where we come in—we create exceptional customer engagement, accelerate digital transformation, and deliver actionable CX insights. We help you reimagine your business—and get you there faster than you ever thought possible. For more information, please visit www.concentrix.com.

CONDUENT



Conduent delivers mission-critical services and solutions on behalf of businesses and governments - creating exceptional outcomes for its clients and the millions of people who count on them. Through process, technology and our diverse and dedicated associates, Conduent solutions and services automate workflows, improve efficiencies, reduce costs and enable revenue growth. It's why most Fortune 100 companies and over 500 government entities depend on Conduent every day to manage their essential interactions and move their operations forward. Conduent's differentiated services and solutions improve experiences for millions of people every day and deliver exceptional outcomes for clients. Learn more at www.conduent.com.

liveops

Liveops is a virtual call center offering an on-demand skilled workforce of onshore virtual agents for all customer service and sales needs. With more than 20 years of experience offering flexibility, scalable talent and meaningful work, Liveops has been improving the lives of its agents, clients, and employees by facilitating endless opportunity. Its Virtual Flex model has enabled organizations across service industries including retail, healthcare, insurance, telecom, travel and hospitality, and government to trust Liveops to deliver a fully scalable enterprise workforce, with faster program readiness, increased revenue, and greater customer satisfaction scores than traditional call centers. For more about Liveops, visit liveops.com.

SYKES[®]

SYKES is a pioneer in exceptional customer care and support, SYKES is a leading provider of multichannel demand generation and customer engagement services for Global 2000 companies. We help our brand partners optimize the lifetime value of customer relationships by building an intelligent customer experience that attracts, converts, engages, and retains customers. SYKES continues evolving toward a singular mission: to help people, one caring interaction at a time. We provide the teams, systems, and technology to streamline and optimize all phases of the customer journey. We do this while elevating the moments that matter most with exceptional one-on-one support – because no matter how much technology advances, people will always be at the heart of your business and ours.

NICE[®]

NICE has been setting industry-wide standards in Robotic Process Automation for over 18 years. Our innovative Attended Automation solution, NEVA, brings people and robots together. It enables intelligent process optimization while unleashing employees' potential to ensure exceptional customer experiences.