



Execs In The Know

CORPORATE ADVISORY BOARD

GOALS & VALUES

WE ARE CUSTOMER DRIVEN

We want to inspire every organization to put the Customer First when making decisions. We believe that advancements in customer experience are created when leaders share experiences, outlooks and insights. Our focus acknowledges the requirement to provide measurable

value to our businesses by delivering customer experience improvements, in an efficient and effective manner. We leverage research, data, and the experience of a broad network of world class brands to develop leaders, advocate change, and transform the customer experience.

CORE VALUES

**Customer Driven • Change Agents • Resourceful • Dedicated
Community • Respect • Excellence • Adaptability**

LEADERS INSPIRING LEADERS



Anne Crocker

Director of Customer Care Centers

Oriental Trading Company, Inc.
A Berkshire Hathaway Co.



Mike Gathright

SVP of Hilton Reservations & Customer Care

Hilton



Jennifer Hanson

Sr. Director, Target.com

Target



Alice Sesay Pope

Senior Vice President, Global Head of Contact Centers

Visa, Inc.



Sue Morris

Vice President of Global Support

GitHub



Lisa Oswald

Senior Vice President of Customer Service

Travelzoo Inc.



Jim Gallagher

Vice President of Customer CARE & Fraud

Nordstrom



Sally McMahon

SVP of Channel Management and Customer Advocacy

SiriusXM



Michele Watson

SVP of Client Services

Formerly Indeed



Judi Bolden

Vice President of Global Customer Operations

Groupon



Ebrahim Hyder

Vice President of Consumer Support

Michael Kors



Paul Brandt

Chief Experience Officer

GoodLeap



Shellie Dow

Vice President of Operation, Services, Support, and Stores

Nintendo of America



Brett Frazer

Vice President, Customer Service

Sun Basket



Jared Benesh

Director of Client Experience Capabilities

H&R Block



Tim Hickler

Vice President Platform Integrity

Snap Inc.



Carolyn Truelove

Head of Global Fan Experience

Fanatics