



Execs In The Know

Welcomes

Our Newest Advisory Board Member



Sue Morris
Global Customer Service Leader
Microsoft

Sue joined Microsoft three years ago as the CX lead in the UK. In her short time with Microsoft she has already driven a culture of customer obsession across the UK business. Sue brings vast experience to Microsoft from her tenure at Vodafone, where she led Customer Services, Sales and Commercial operations. During her time there, she delivered a 50% increase in first time resolution, built digital and assisted channels and increased NPS (Net Promoter Scores) by over 20%. Sue has vast sales experience across both Consumer and Commercial customers, having lead many sales functions where she embedded up-sell and retention into each part of the customer journey. Sue is a transformational leader who greatly values trust, communication and great collaboration and sees the benefit that these qualities have in building strong teams.

Follow Sue on Twitter @SueKirk15.



The 2018 Corporate Advisory Board



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Global Director – Reservation Services
Hyatt Hotels Corporation



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SVP, Hilton Reservations
and Customer Care
Hilton



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Sony Computer Entertainment
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SiriusXM



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Lisa Oswald
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Customer Service
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Porsche Cars North America



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