



Corporate Advisory Board

Our Goals & Values

LEADERS INSPIRING LEADERS

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

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- 1 Customer Driven
 - 2 Change Agents
 - 3 Resourceful
 - 4 Dedicated
 - 5 Community
 - 6 Respect
 - 7 Excellence
 - 8 Adaptability

THANK YOU

to the 2019 Advisory Board



LeAnne Crocker
Global Director – Reservation Services
Hyatt Hotels Corporation



Mike Gathright
SVP, Hilton Reservations
and Customer Care
Hilton



Jennifer Hanson
Sr. Director, Target.com Guest Services
& GiftCard Operations
Target



Sue Morris
WW Leader for Modern Life, Gaming,
and Customer Service
Microsoft



Lisa Oswald
Senior Vice President,
Customer Service
Travelzoo Inc.



Andrew Pine
Program Director,
Global Customer Culture
Porsche Cars North America



Nate Rosenthal
Head of Customer Support
Square



Ginna Sauerwein
Managing Director
FedEx Services



Michele Watson
SVP of Client Services
Indeed



Judi Brenstein
Vice President of
Global Customer Operations
Groupon