

# 2024 Star Speaker

## LORD SEBASTIAN COE CH, KBE

Tuesday 14th May, 9:45 - 10:15

CCW Europe are delighted to welcome the UK's most prolific world record setter and arguably the greatest runner to compete for his country, Lord Sebastian Coe CH, KBE. Ahead of the Paris 2024 Olympics, Coe will join us to discuss his political and strategic expertise in guiding large organisations on a global stage throughout his career as an Olympic athlete, an MP, his chairmanship of London 2012, his turnaround of the British Olympic Association and his presidency of World Athletics through troubled times.

Lord Coe believes in creating a clear, strong vision for an organisation - a simple, transferable set of values which are adhered to at every moment and by every employee whatever their role. This vision, he contends, is key in times of change and turbulence.

Join us for a one in a million opportunity as we delve into business-critical topics including:

- › Change, risk and handling uncertainty
- › Teamwork, collaboration and breaking down silos
- › Leadership and resilience
- › Innovation and challenging the status quo



# Advisory Board

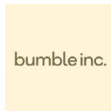
We are honoured to be supported by our board of industry pioneers who are shaping and progressing the customer management industry.



**Katalin Fritz**  
Chief Customer & People Officer  
Marley Spoon



**Cathy Doorenbosch**  
Vice President, Customer Care  
Bumble



**Ramón Delima**  
Global Director, Customer Services  
TUI



**Caitlin Neary**  
Director, Global Contact Centre  
Dorchester Collection



**Emma Wardle**  
Director of Customer Service Operations UK&I Customer Servicing  
Experian



**Carl McCartney**  
Customer Experience Director  
Les Mills



**Sandro Percuoco**  
Head of Customer Service & Digital & Service Design  
Ryanair



**Aymen Ismail**  
Head of Customer Engagement Solutions  
smart Europe GmbH



**Alice Hunt**  
Head of Technology Services  
Hastings Direct



**Meko Elmekawy**  
Head of Digital S. Capabilities  
EnBW



**Kayle Rattigan**  
Head of Safer Gambling Operations  
Flutter UK&I



**Doug Casterton**  
Head of Operational Excellence  
GetYourGuide



**Jann Hoffmann**  
Head of Contact Centre  
Danica Pension



**Alan Ranger**  
Vice President Marketing  
Cognigy



**Martin Wilkinson-Brown**  
Chief Marketing Officer  
Foundever



**Jen Brown**  
Senior Director EMEA Marketing  
GoTo





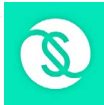
# 2024 Expert Speakers



**Lord Sebastian Coe**  
CH, KBE  
British Olympic track athlete, politician and President of the world governing body for athletics



**Claudia Nicholls-Magielsen**  
Chief Customer Officer  
Simplyhealth & Denplan



**Sarah Williams**  
Chief Customer Experience Officer  
Westminster City Council



**Tom Rainsford**  
Chief Marketing Officer  
Beavertown Brewery



**Francesco Federico**  
Global Chief Marketing Officer  
S&P Global Ratings



**Zoe Spurgeon**  
Vice President Operations  
SmartestEnergy



**Mia Manson-Bishop**  
Member Experience and Membership Director  
David Lloyd Clubs



**Dan Eddie**  
Director of Customer Service  
Simplyhealth & Denplan



**Francesca Rea**  
Director of Customer Operations  
NewDay



**Shane Williams**  
Commercial Director  
Gravity Active Entertainment



**Tiffany Chesson**  
Customer Experience Director  
YourParkingSpace



**Jo Mayes**  
Director of Customer Services  
Business Stream



**Leon Ellerton**  
Client Delivery & Customer Experience Director  
Experian



**Abby Etoe**  
Contact Centre Director  
Norwegian Cruise Line Holdings



**Imran Patel**  
Director, Home Service  
Sky



# 2024 Expert Speakers



**Jonathan George**  
Customer Operations & Loyalty Director  
**Holland & Barrett**



**Julia Jenkins**  
Customer Experience Director  
**The Crown Estate**



**Emeran Saigol**  
Operational Director Digital, Customer Experience & Community Safety  
**London Borough of Redbridge**



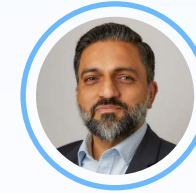
**Adam Wright**  
Director of Growth  
**Natures Menu**



**Graeme Mushet**  
Head of Express Motor Claims  
**Zurich Insurance**



**Rami El-Dahshan**  
Head of Clubhouses  
**Virgin Atlantic**



**Yawar Choudhry**  
Head of Client Services Proposition  
**Legal & General**



**Olive Perrins**  
Head of TV Service  
**Sky**



**Tiggy Thompson**  
Head of Supporter Experience  
**Tottenham Hotspur Football Club**



**Rosie Hill**  
Head of eCommerce  
**GAILS**



**Rebecca Powell**  
Head of Customer Care  
**Ella's Kitchen**



**Lauren Aitken**  
Head of Customer Experience  
**ASDA**



**James Brindley-Raynes**  
Head of Digital Customer Journey  
**A.P. Moller-Maersk**



**Annalise Watson**  
Head of Customer Experience & Strategy  
**Philip Kingsley**



**James Dolling**  
Head of Customer Proposition  
**Arriva Rail London**





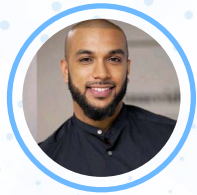
# 2024 Expert Speakers



**Fflur Huysmans**  
Head of Customer Experience  
**The Bread Factory**



**Annalise Eldred**  
Head of Customer Contact Centres  
**Lookers**



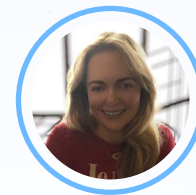
**Abdul Khaled**  
Head of Digital | Customer Experience & Digital Products  
**E.ON Next**



**Lee Shelsher**  
Head of Customer Solutions  
**Enfield Council**



**Neil Gregory**  
Head of Customer Happiness  
**Naked Wines**



**Natalie Fuller**  
Head of Customer Marketing & Communications  
**Cashplus Bank**



**Caroline Parker**  
Senior Transformation Manager - Digital Service  
**Sky**



**Joanne Lotey**  
Senior Customer Experience Manager  
**GAILS**



**Amy Perring**  
Senior Optimisation Manager  
**NewDay**



**Tim Bamber**  
Social Community Lead  
**The FA Group**



**Faye Bailey**  
Quality Lead  
**Halfords**



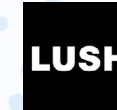
**Luke Butson**  
Vendor & Commercial Strategy Manager  
**Expedia**



**Naomi Rankin**  
Global Customer Care Manager  
**Lush**



**Sonya Fanson**  
Global Customer Care Manager  
**Lush**



**Alan Ranger**  
Vice President Marketing  
**Cognigy**

