

Advisory Board

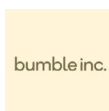
We are honoured to be supported by our board of industry pioneers who are shaping and progressing the customer management industry.



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



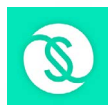
**Lord Sebastian Coe
CH, KBE**

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



Francesco Federico

Global Chief Marketing Officer
S&P Global Ratings



Zoe Spurgeon

Vice President Operations
SmartestEnergy



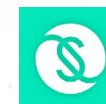
Mia Manson-Bishop

Member Experience and Membership Director
David Lloyd Clubs



Dan Eddie

Director of Customer Service
Simplyhealth & Denplan



Francesca Rea

Director of Customer Operations
NewDay



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

Holland & Barrett



Julia Jenkins
Customer Experience
Director
The Crown Estate



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



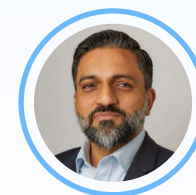
Adam Wright
Director of Growth
Natures Menu



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



James Dolling
Head of Customer
Proposition
Arriva Rail London



Fflur Huysmans
Head of Customer
Experience
The Bread Factory



2024 Expert Speakers



Annalise Eldred
Head of Customer
Contact Centres
Lookers



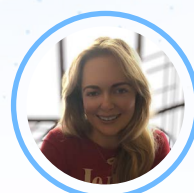
Abdul Khaled
Head of Digital |
Customer Experience
& Digital Products
E.ON Next



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



Joanne Lotey
Senior Customer
Experience Manager
GAILS



Amy Perring
Senior Optimisation
Manager
NewDay



Tim Bamber
Social Community
Lead
The FA Group



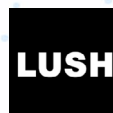
Faye Bailey
Quality Lead
Halfords



Luke Butson
Vendor & Commercial
Strategy Manager
Expedia



Naomi Rankin
Global Customer Care
Manager
Lush



Jonny Auld
Customer Engagement
Manager
Affinity Water



Alan Ranger
Vice President Marketing
Cognigy



Leonie Brown
Principal XM Scientist
Qualtrics

