



CCW CUSTOMER CONTACT WEEK

CELEBRATING 25 YEARS

2023 CURRENT ATTENDEE SNAPSHOT

JUNE 19-22, 2023
CAESARS FORUM,
LAS VEGAS

#CCWVEGAS
#CUSTOMERCONTACTWEEK

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ATTENDEE COMPANIES



1-800-FLOWERS.COM

ABBVIE

ACI

ADVENTHEALTH

AF GROUP

AFINITI

ALLEGION

ALLIED SOLUTIONS

ALPINE BANK

AMC

AMERICAN CHEMICAL SOCIETY

AMERICAN KENNEL CLUB

AMERISOURCEBERGEN

APEX TOOL GROUP

ARIZONA HUMANE SOCIETY

ASHLEY FURNITURE

AUSTIN MUNICIPAL COURT

BALSAM BRANDS

BANNER HEALTH

BATON ROUGE WATER

BCBSLA

BIO-RAD LABORATORIES

BIZZABO

BLICK ART MATERIALS

BOMBARDIER RECREATIONAL PRODUCTS

BRISTOL MYERS SQUIBB

BROADRIDGE

BSN SPORTS

CAPED CREDIT UNION

CARHARTT

CARS, INC

CHADWELL SUPPLY

CHARLES SCHWAB

CHOICE HOTELS

CITIZENS BANK

CITY OF LAS VEGAS

CLINICA SIERRA VISTA

COAST PROFESSIONAL, INC.

COLUMBIA CREDIT UNION

COLUMBIA SPORTSWEAR

CONFEDY

CONNEXUS ENERGY

CONSUMER REPORTS

CONVERSATION DESIGN INSTITUTE

SERVICES INC

COVERED CALIFORNIA

CREDIT UNION OF AMERICA

CRESO LABS

CSC GENERATION

CUBESMART

DC ADVISORY US

DESERT FINANCIAL CREDIT UNION

DESJARDINS

DHRHEALTH

DRAFTKINGS

DUN & BRADSTREET

E-470 PUBLIC HIGHWAY AUTHORITY

EMBRACE PET INSURANCE

EMPIRE-TODAY

ENERGYUNITED

EXCELLUS BLUECROSS BLUESHIELD

EXPRESS INTERNATIONAL INC.

FACTS MANAGEMENT

FIFTH THIRD BANK

FILL-RITE

ATTENDEE COMPANIES

FILL-RITE
FINANCIAL INDUSTRY REGULATORY
AUTHORITY (FINRA)
FINRA
FIRST COMMONWEALTH BANK
FOOT LOCKER
FORTISBC
GANT TRAVEL
GEORGIA 811
GLAXOSMITHKLINE
GLOBE LIFE
GM FINANCIAL
GOOSE CREEK
GROUPCOLLECT
GUARDIAN PROTECTION PRODUCTS
HCA HEALTHCARE
HCSC
HEALTHCARE MANAGEMENT
ADMINISTRATORS
HELLO FRESH
HILTON
HMA
HOME DEPOT
HOME TRUST COMPANY
IMDG
INTERACTIONS
ISLAND MOUNTAIN DEVELOPMENT GROUP
JACUZZI BATH REMODEL
JD FINISH LINE
JPL
JR'S CIGARS
JSX
JUICED BIKES INC
KELLOGG
KEURIG
KNIGHTS OF COLUMBUS
KUEHNE + NAGEL LTD.
KURU FOOTWEAR
KWIK TRIP, INC.
LABOR FIRST
LAS VEGAS VALLEY WATER DISTRICT
LEECHIU PROPERTY CONSULTANTS, INC.
LINKEDIN
LIPPERT

LIVANOVA
LIVING SPACES
LOADSMART
LOCAL MEASURE
MACHIAS SAVINGS BANK
MARRIOTT
MARRIOTT INTERNATIONAL
MAYO CLINIC
MCGHEE & ASSOCIATES
MDS COMMUNICATIONS
MELIO
MEMBERS 1ST FCU
MEMBERS1ST FEDERAL CREDIT UNION
MERCHANTS CX
MERRICK BANK
MIDEA
MOLINA HEALTHCARE
MOUSER ELECTRONICS
MOXIE PEST CONTROL
MSU FEDERAL CREDIT UNION
MTC VENTURES
NATIONWIDE
NAVY FEDERAL CREDIT UNION
NELNET BUSINESS SERVICES
NESPRESSO
NORDIC NATURALS
NORTERA FOODS
NORTHWELL HEALTH
NORVADO
OKIE811
OLD REPUBLIC INSURANCE GROUP
ONTARIO TEACHERS' PENSION PLAN
ORLANDO HEALTH
PACIFIC DENTAL SERVICES
PACIFIC LIFE INSURANCE COMPANY
PACIFICEAST
PAIR EYEWEAR
PARK DENTAL
PG&E
PINELLAS COUNTY UTILITIES
PIVOT POINT CONSULTING
PIZZA HUT
PMI
PNC

ATTENDEE COMPANIES

PORTER & CO.
PRECISION POINT PARTNERS
PRESCRIPTION LIFELINE
PRESCRIPTION MANAGER
PROVIDENT
PSRS/PEERS OF MISSOURI
PURPLE
PURSUIT COLLECTION
RECKITT
RENEWAL BY ANDERSEN
REPUBLIC SERVICES
RIVALRY.COM
ROGUE CREDIT UNION
SHIRTSPACE
SMUD
SNHU
SNOW COMMERCE
SOCIÉTÉ DES ALCOOLS DU QUÉBEC
SOURCEAMERICA
SOUTH CAROLINA FEDERAL CREDIT UNION
SOUTHERN NH UNIVERSITY
SPARE BANK
SPECIALTY LIFE INSURANCE
STATE OF INDIANA
STRIDE HEALTHCARE MANAGEMENT
STRING AND KEY
SUTTON TRANSPORT, INC
SWCGROUP
SYNOVUS
SYSTEM REQUIREMENTS LAB
TARGET
TAXSLAYER
TECHSTYLE FASHION GROUP
THE AMERICAN KENNEL CLUB
THE ASSISTANCE FUND
THE BLACK TUX
THE HOME DEPOT
TIDEWATER FINANCE
TOAST TAB
TODAY DIGITAL
TOYOTA MATERIAL HANDLING
U.S. BANK
UBER
ULTIMATE MEDICAL ACADEMY
UNION BANK
UNITED COMMUNICATIONS
UNITED RENTALS
UNIVERSITY OF MIAMI
UNIVERSITY OF PHOENIX
UPPER PENINSULA HEALTH PLAN
URBANSTEMS
USAA
USG
VALVOLINE
VANGUARD
VERIZON
VERIZON WIRELESS
VIKING
VW CREDIT INC.
WEINSTEIN PROPERTIES
WHATABURGER
WILLIAM BLAIR
WSP
YDESIGN GROUP
ZENNI OPTICAL
ZINTEX REMODELING GROUP

ATTENDEE JOB TITLES

ARCHITECT
 ASSISTANT DIRECTOR - VOC
 ASSISTANT DIRECTOR FOR VOC AND STRATEGY ENABLEMENT
 ASSISTANT VICE PRESIDENT OF CALL CENTER
 ASSOCIATE DIRECTOR CUSTOMER EXPERIENCE
 ASSOCIATE DIRECTOR, ANALYTICS & WORKFORCE PLANNING
 BRANCH CHIEF INTERNAL COMPLIANCE & SUPPORT
 BUSINESS OPTIMIZATION SPECIALIST
 BUSINESS PROCESS MANAGER
 BUSINESS SYSTEM ANALYST
 CEO
 CHIEF MARKETING OFFICER
 CHIEF OF STAFF CUSTOMER SERVICE
 CHIEF RETAIL OFFICER
 CLIENT SERVICES MANAGER AVP
 CONSULTANT, TECHNOLOGY INNOVATION ANALYST
 CONTACT CENTER VENDOR MANAGEMENT, MANAGER
 COO
 CORPORATE DEVELOPMENT
 CS MANAGER
 CS TEAM LEAD
 CSO
 CUSTOMER CARE SENIOR
 CUSTOMER SERVICE DIRECTOR
 CUSTOMER SERVICE MANAGER
 CUSTOMER SERVICE SUPERVISOR
 CUSTOMER SERVICE TEAM LEADER
 CUSTOMER SUCCESS LEAD/PRODUCT SPECIALIST
 CUSTOMER SUCCESS MANAGER
 CUSTOMER SUPPORT MANAGER
 CX DIRECTOR
 DIGITAL ENGAGEMENT MANAGER
 DIGITAL PLATFORM OPERATIONS LEAD
 DIRECTOR
 DIRECTOR CX
 DIRECTOR OF ADOPTIONS AND PET RESOURCE CENTER
 DIRECTOR OF CUSTOMER EXPERIENCE - TECHNICAL SERVICES
 DIRECTOR OF OPERATIONS, CUSTOMER CARE
 DIRECTOR OF SALES
 DIRECTOR OF SALES AND CUSTOMER SERVICE
 DIRECTOR QUALITY AND EXPERIENCE
 DIRECTOR SALES STRATEGY AND OPERATION
 DIRECTOR-CUSTOMER OPERATIONS NORTH AMERICA REGION
 DIRECTOR-CUSTOMER SERVICE
 DIRECTOR-OPERATIONS
 DIRECTOR, BUSINESS OPERATIONS OPTIMIZATION
 DIRECTOR, CAREER SERVICES TRAINING
 DIRECTOR, CONTACT CENTER
 DIRECTOR, CUSTOMER CARE & SALES
 DIRECTOR, CUSTOMER CARE AND WORKFORCE MANAGEMENT
 DIRECTOR, CUSTOMER CARE, FRAUD AND RISK
 DIRECTOR, CUSTOMER EXPERIENCE
 DIRECTOR, CUSTOMER SUPPORT
 DIRECTOR, STRATEGY AND OPERATIONS PROCESS
 EXECUTIVE DIRECTOR
 HEAD OF CUSTOMER EXPERIENCE
 HEAD OF DIGITAL SERVICES
 INBOUND ENGAGEMENT MANAGER
 LIFE CLAIMS MANAGER
 MANAGER
 MANAGER-OPERATIONS SUPPORT
 MANAGER, CUSTOMER EXPERIENCE - BILLING SERVICES
 MANAGER, CUSTOMER SERVICE
 MANAGER, CUSTOMER SERVICE EXCELLENCE
 MANAGER, ENTERPRISE VOICE
 MANAGER, OPERATIONS PROCESS
 MANAGER, TECHNOLOGY SERVICES
 MANAGING DIRECTOR
 MANAGING PARTNER
 MARKETING
 MEMBER EDUCATION COUNSELOR

ATTENDEE JOB TITLES

MEMBER ENGAGEMENT CENTER
 MEMBER SERVICES EDUCATOR
 MEMBER SUPPORT MANAGER
 MANAGER CUSTOMER CARE
 NATIONAL SALES ACCOUNT MANAGER
 OFFICE MANAGER
 OPS MANAGER
 OWNER
 PARTNER
 PATIENT COMMUNICATION SERVICES LEAD
 PRESIDENT
 QA MANAGER - CUSTOMER SERVICE
 REFERRAL PARTNER
 RMA COORDINATOR
 SALES DIRECTOR
 SENIOR ACCOUNT EXECUTIVE
 SENIOR CUSTOMER SUCCESS SUPERVISOR
 SENIOR DIRECTOR CUSTOMER SUPPORT
 SENIOR EXECUTIVE TEAM
 SENIOR MANAGER
 SENIOR MANAGER CUSTOMER OPERATIONS
 SENIOR MANAGER, CUSTOMER SERVICE
 SENIOR VICE PRESIDENT OF CONTACT CENTER
 CUSTOMER ENGAGEMENT
 SENIOR VICE PRESIDENT, CUSTOMER
 OPERATIONS
 SERVICE AND SUPPORT MANAGER
 SPECIALIST, TECHNOLOGY INNOVATION
 SR MANAGER, CUSTOMER SERVICE
 SR MANAGER, OMNI CUSTOMER FACING
 TRAINING & QUALITY
 SR MANAGER, STRATEGY AND ANALYTICS
 SR. DIRECTOR CUSTOMER RELATIONS
 SR. DIRECTOR, CONTACT CENTER OPERATIONS
 SR. MANAGER
 SR. MANAGER-CUSTOMER ADVOCACY
 STAFF SERVICES MANAGER
 STRATEGY AND WORKFORCE MANAGEMENT
 DIRECTOR
 SUPERVISOR - MEMBER SERVICES
 SVP COMMERCIAL OPERATIONS
 SVP, BRANCH & CONTACT CENTER
 TECHNOLOGIES
 SVP, IT
 SVP, MEMBER EXPERIENCE
 SVP, RELATIONSHIP SERVICES
 TEAM LEADER
 TEAM MANAGER
 TOLL OPERATIONS- CUSTOMER SERVICE
 MANAGER
 TRAINING MANAGER
 VICE PRESIDENT
 VICE PRESIDENT OF OPERATIONS
 MANAGEMENT
 VP - WORKERS COMPENSATION
 OPERATIONS
 VP DIGITAL SOLUTIONS
 VP OF CUSTOMER EXPERIENCE
 VP OF CUSTOMER SUCCESS
 VP OF PARTNER ENABLEMENT
 VP OF SALES
 VP SME CHANNEL SALES - AMERICAS
 VP, CEC
 VP, CORPORATE DEVELOPMENT
 VP, HUMAN RESOURCES

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