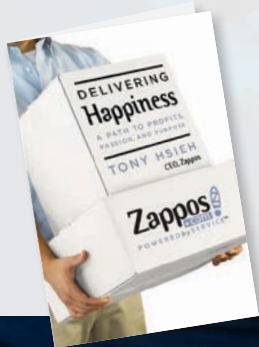


INTRODUCING OUR 2016 CCW GAME CHANGER

Tony Hsieh

CEO
Zappos.com

Best Selling Author
of *Delivering
Happiness: A Path to Profits,
Passion,
and Purpose*



GAME CHANGER

Noun [geym cheyn-jer]

1. completely changing the way that something is done, thought about, or made
2. a person or thing that dramatically changes the course, strategy, character, etc., of something

In 1999, at the age of 24, Tony Hsieh (pronounced Shay) sold LinkExchange, the company he co-founded, to Microsoft for \$265 million. He then joined Zappos as an advisor and investor, and eventually became CEO, where he helped Zappos grow from almost no sales in 1999 to the multi-billion dollar company it is today. Back in 2009, the company was acquired by Amazon in 2009 in a deal valued at \$1.2 billion on the day of closing. Tony has remained as CEO of Zappos, which operates independently of Amazon, and continues to help build Zappos as a company dedicated to customer service, company culture, and community.

Tony's book, "Delivering Happiness", was published in 2010, and outlines his path from starting a worm farm to life at Zappos. Tony shows how a very different kind of corporate culture is a powerful model for achieving success and happiness. "Delivering Happiness", debuted at #1 on the New York Times Bestseller list.

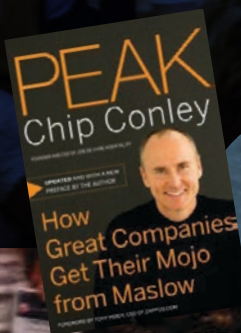
In addition to his responsibilities as CEO of Zappos.com, Tony helped start Downtown Project (www.downtownproject.com), a group committed to helping transform downtown Las Vegas into the most community-focused large city in the world. This transformation includes the relocation of the Zappos offices from Henderson, Nevada to what was the old City Hall in downtown Las Vegas.

ANNOUNCING OUR HEADLINER KEYNOTE

Chip Conley

Founder,
**JOIE DE VIVRE
HOTELS**, & Global
Head of Hospitality
& Strategy,
AIRBNB

Best-Selling Author
of *Peak - How
Great Companies
Get Their Mojo
from Maslow*



INSPIRATIONAL. EDUCATIONAL. COMMUNITY-ORIENTED.

Founder and former CEO of Joie de Vivre (JDV), author, speaker. At age 26, Chip's mission was to "create joy" by building a company that USA Today called "the most delightfully schizophrenic collection of hotels in America." During his nearly 24 years as CEO, JDV grew to become the second largest boutique hotel company in America.

Chip shares his prescription for success is in his book, *PEAK: How Great Companies Get Their Mojo from Maslow*, based on noted psychologist Abraham Maslow's iconic Hierarchy of Needs. Chip presents his theories on transformation and meaning - in business and life - to audiences around the world and he's been a featured speaker at TED.

In 2013, Chip launched Fest300 where he shares his passion for world festivals. And, he joined Airbnb as Head of Global Hospitality and Strategy, where he's sharing his proven methods with hosts in nearly 200 countries. Now he will address the 2000+ members of the CCW audience to discuss his journey and inspire us all!

INTRODUCING THE KEYNOTE SPEAKERS

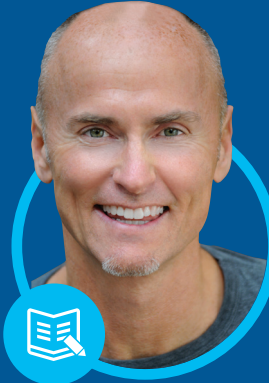
Be Inspired – Here's Your Selection of Visionary Leaders Taking the Stage



**Zappos Culture,
Delivering Happiness
& Revitalizing
Downtown Las Vegas**

Tony Hsieh
CEO, **ZAPPOS.COM**

Best-selling author of
**DELIVERING HAPPINESS:
A PATH TO PROFITS,
PASSION, AND PURPOSE**



**How Great Companies
Get Their Mojo from
Maslow**

Chip Conley
Founder, **JOIE DE VIVRE
HOTELS**, & Global Head of
Hospitality & Strategy
AIRBNB

Best-selling author of
PEAK



**Mobile Mania—Leading
Global Talent in a
Digital, Customer-
Centric World**

Julie Hamilton
Global Chief Customer &
Commercial Leadership
Officer
**THE COCA-COLA
COMPANY**



**Strategic Innovation
– Spark Growth with
Game Changing
Creativity**

Robert Taylor
SVP & Chief Customer
Officer
**SAMSUNG SDS
AMERICA**



**Team Member
Engagement - Your
Key to Customer
Centricity**

George Larribas
Executive Vice President
& Head of Treasury
Management Client
Delivery
WELLS FARGO



**Go Slow to Go
Fast – How to
Drive Sustainable
Change in Large
Organizations**

Christopher B. Smith
Executive Vice President
& Head of Global
Operations
METLIFE



**Getting it Right - The
Right Communication,
at The Right Time to
the Right Segment**

Martin Hand
Chief Customer Officer
**ST. JUDE
CHILDREN'S
RESEARCH
HOSPITAL**



**Control, Alt, Delete
– How to Compete
in a Digital World**

Anthony Recine
SVP & Chief Marketing
Officer
**VERIZON
ENTERPRISE**



**A Radical New
Customer Service
Strategy – Effort
Reduction Execution**

Matt Dixon
Best-Selling Author
**THE EFFORTLESS
EXPERIENCE**

SPEAKERS WITH ACTIONABLE TAKE-AWAYS

You'll meet and hear from innovative customer care leaders sharing detailed presentations and interactive panels to drive your business forward.



NEW!

Julie Hamilton
Global Chief Customer
and Commercial
Leadership Officer
The Coca-Cola Company



NEW!

Martin Hand
Chief Customer Officer
**St. Jude Children's
Research Hospital**



BACK BY POPULAR DEMAND
Mary Beth Jenkins
Chief Operating Officer
UPMC Health Plan



BACK BY POPULAR DEMAND
Stephen Riddell
Chief Sales Officer
Sprint



NEW!

Christopher B. Smith
Executive Vice President
& Head of Global
Operations
MetLife



NEW!

George Larribas
Executive Vice President
and Head of Treasury
Management Client
Delivery
Wells Fargo



NEW!

Misti Mostiller
EVP, Director, Consumer
Strategy & Innovation
Extracore Banks



NEW!

David John
Executive Vice President
LTD Financial Services



NEW!

Robert Taylor
Senior Vice President and
Chief Customer Officer
Samsung SDS America



NEW!

Janet Song
Senior Vice President
Dollar Shave Club



NEW!

James Ryan
Senior Vice President
AIG



NEW!

Chip Conley
Global Head of Hospitality &
Strategy, **Airbnb** & Founder,
Joie de Vivre Hotels
Best-selling author of "**Peak**"



NEW!

Matt Dixon
Best-Selling Author
**The Effortless Experience:
Conquering the New
Battleground for Customer
Loyalty**



NEW!

Janet Schijns
VP and Chief Marketing
Technologist
Verizon Wireless



BACK BY POPULAR DEMAND
Troy Mills
Divisional VP, Customer Care
Operations
Walgreens



NEW!

Sue Martin
Global Vice President of
Customer Service
Newegg



NEW!

Lea Harpster
VP Customer Support
Thomson Reuters



NEW!

Russell Rossi
Corporate VP AARP - Tampa
Operations
**New York Life Insurance
Company**



NEW!

Ed Ariel
VP of Customer Service
ezCater



NEW!

Gregg Fernandes
VP, Customer Care &
Logistics
The Washington Post



NEW!

Eric Rasmussen
Vice President,
Consumer Insights
Groupon



NEW!

Phil Dean
VP, Customer Success
& Support
Nitro



NEW!

Diane Zilko
VP of Revenue Cycle
Operations
UPMC



NEW!

Joe McLaughlin
Vice President
Operations and
Technology - Western
and Central New York
AAA



Steve Kaay
VP, Global Contact
Center Ops
US Auto Parts



NEW!

Flavio Martins
Vice President of
Operations
DigiCert



NEW!

Kathy Hutchens
Vice President, Patient
Engagement
Sharp Healthcare



NEW!

Jawana Gutierrez
Vice President, Customer
Care Services
Austin Energy



NEW!

Terry Lang
VP Retail Customer
Contact Center, National
Operations Manager
Comerica Bank



NEW!

DeLania Truly
VP-Sales | Central Region
CUNA Mutual Group



NEW!

Jim Thomsen
VP of Customer Care
Sign-Zone



NEW!

Bill Ratliff
VP Operations
Getaroom



NEW!

Jennifer "Jay" Palumbo
VP, Patient Care
Prognyn



NEW!

Donna Harris
Vice President - Customer
Solution Head
Bank of New Hampshire



NEW!

Maryellen Abreu
Vice President, Customer
Care
Savant Systems



NEW!

Christopher Keenan
Head, Worldwide Medical
Contact & Insights
Bristol-Myers Squibb



NEW!

Marcus Minzlaff
Head of Customer Services
TUI GROUP



NEW!

Gratia Carver
Head, Customer Experience
Portfolio Management
Alligion



NEW!

Sean Rivers
Head of Operations
Technology
**Republic Wireless, a
division of Bandwidth**



NEW!

Abhinav Mathur
Senior Director, CS
Operations
**Audible, an Amazon
Company**



NEW!

Victor Janey
Senior Operations Director
**General Dynamics
Information Technology**



NEW!

Aarde Cosseboom
Senior Director, WW
Customer Care
Cornerstone on Demand



NEW!

Jon Wolske
Culture Evangelist
Zappos



NEW!

Klaus Buellesbach
Director Ace Care Center &
Tech Services
Ace Hardware Corp.



NEW!

Joann Butler
Officer of the Mayor,
ATL 311/CRM Director
City of Atlanta



NEW!

Jean Lemyre
Director, VIA Customer
Centres & Customer
Relations
VIA Rail Canada Inc.



NEW!

Neil Wieloch, PhD
Director Marketing Strategy
& Insights
1-800 Contacts



NEW!

Dustin Dipo
Director Call Center &
Training
1-800 Contacts



NEW!

Patrick O'Grady
Director, Consumer
Technical Support
CenturyLink



NEW!

Josh Sexton
Director, Customer
Care
Liberty Utilities



NEW!

Colleen Cieslinski
Director of External
Services
**University of
Rochester Medical
Center**



NEW!

Kimberly Warrick
Director of Client
Services
New Jersey Shares



NEW!

Lisa Roth
Executive Leader,
Program Support
Elevate Energy



NEW!

Chuck Koskovich
Global Customer Care
Lead
Xerox



NEW!

Donna Meadows
Sr. Manager, Remote
Agents
United Airlines



NEW!

Marc Heitzman
Henderson Site Leader
Barclaycard



NEW!

Laurie Walter
Senior Leader of
Organizational
Development
Whirlpool



NEW!

Diane Magers
CCXP Office of the Customer
-Business Solutions
AT&T



NEW!

Mary Mercury
Strategic Solution Manager
Chobani



NEW!

Stephanie J. Shaffer
Product Leader, Customer
Experience Platform
Asurion



NEW!

Lindsey Croy
HR Leader
Whirlpool



NEW!

BACK BY POPULAR DEMAND
Alexander Wareham
Planning, Analytics &
Quality Leader, Western
& Central NY
AAA



NEW!

Randy Maples
B2C Quality & Training Manager
Whirlpool



NEW!

Robert Lachance
Manager of Client Services
Ontario College of Teachers



NEW!

Penny Tootle
Customer Care Manager
**Las Vegas Valley Water
District**



NEW!

Dustin Laun
Tech Entrepreneur & Sr.
Advisor of Innovation/
Technology
**Federal Communication
Commission (FCC)**



NEW!

BACK BY POPULAR DEMAND
Steve Pfeilsticker
Learning & Performance
Improvement - Innovation
& Technology
Express Scripts



NEW!

BACK BY POPULAR DEMAND
Kevin Blackburn
Innovation & Technology
Guru
Express Scripts



NEW!

Ed Albrektsen
Supplier Relations, Lead
Auditor - Reimbursement,
Access & Safety Services
McKesson Specialty Health



NEW!

Genel Salazar
Customer Care Supervisor
**Las Vegas Valley Water
District**



NEW!

Wynton Ward
Customer Care Supervisor
**Las Vegas Valley Water
District**



NEW!

Manny Marrero, Jr.
Senior Sales Trainer
Getaroom



NEW!

Cora Danielson
Senior Director National
Service Center
**GES (Global Experience
Specialists)**



NEW!

Shelia Glenn
Manager of National
Service Center
**GES (Global Experience
Specialists)**



NEW!

Carolynn Repie
Sales Executive
**GES (Global Experience
Specialists)**

INDUSTRY THOUGHT LEADERS



Carol Leaman
CEO
Axonify



Irv Shapiro
CEO
DialogTech



Ken McElrath
Co-Founder & CEO
Skuid



Chris Mulligan
Founder & CEO
TalentKeepers



Aelea Christofferson
President
ATL Communications



Curtis N. Bingham
CEO
Chief Customer Officer Council



Ronna Caras
President
Caras Training



John Hernandez
COO & SVP of Service Cloud
Salesforce



Paul Johns
Chief Marketing Officer
Conversocial



Jeff Platón
Chief Marketing Officer
Interactive Intelligence



Kirk Laughlin
Managing Director
Customer Experience Report & Nearshore Americas



Ralph Barletta
EVP
Knoah Solutions



Jim Iyooob
EVP of Customer Experience & Operational Excellence
Etech



Ryan Swanger
Senior Vice President Sales
Mattersight



Kevin Bottoms
Global VP, Business Development
TELUS International



Mayur Anadkat
VP, Product Marketing
Five9



Aaron Seabaugh
Vice President of Information Technology and Client Solutions
Alorica



Mark Belcher
VP of Client Services
SPi Global



Fabrice Martin
VP Product Management
Clarabridge



Anne Pacifico
VP Sales & Marketing
Castel Communications



Brian Spencer
VP Contact Center Sales, Americas
Mitel



Tom Tseki
VP, Global Customer Care Solutions
Lionbridge



Deborah Alvord
Global Lead - Contact Center Advisory & CX Transformation
Hewlett Packard Enterprise



Pam Plyler
Executive Practice Lead, Customer Experience
The Northridge Group



Alon Waks
Global Head of Product Marketing
LivePerson



David Huang
Principal Program Director
Microsoft



Barbara A. King
Senior Director
Verascape



Andrew Fazio
Director, BPO & Hospitality
C&W Business



Rebecca Wormleighton
Director of Product Marketing
Mitel



Roger Lee
Principal Evangelist, HP WFO Software
Hewlett-Packard Company



Tom Tritten
Solutions Architect
Genesys



Tony Simek
Enterprise Architect
Genesys



Jeff Scurlock
Executive Leader
Verint Systems



Becca J. Wahlquist
Partner
Snell & Wilmer



Tricia Morris
Sr. Product Marketing Manager
Microsoft



RJ Gazarek
Solutions Marketing Manager
XO Communications