

# HANK BRIGMAN

Customer Experience (CX) Keynotes, breakouts, workshops, webinars, podcast guest.

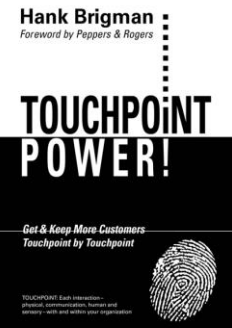


***My goal is to help you produce a great program that delivers value for attendees, sponsors, you and your organization.***

- Accomplished speaker – keynotes on five continents to rave reviews
- Expert webinar presenter and podcast guest

## A history of thought leadership, walking the talk and delivering results

- **Work in-house** and as a consultant has generated positive results in the billions USD
- Author Amazon U.S. and international top 10 customer service best-seller, **TOUCHPOINT POWER!**
- Co-invented an early journey mapping methodology that contributes to methodologies today
- Developed an original formula for **correlating NPS** to revenue
- Added the word “**touchpoint**” to Wikipedia 20 years ago
- Judge Customer Centricity World Series Awards



## Current areas of focus to improve outcomes for customers, employees and the bottom line



- Expanding beyond CX tactics and strategies to include addressing structural/silo inefficiencies via a “journey approach”
- The evolving efforts to combine CX and HR to improve customer and employee experiences

## Dynamic programs that transform hearts, minds and actions

I am a passionate presenter laser focused on providing value for attendees, conference, sponsors and exhibitors. My active and global consulting practice combined with judging global CX award submissions enables me to stay on top of and share emerging trends and best practices.

***“The most valuable program on service excellence I have attended over my 15 years in the industry.”***

*N. Keong, Head, Customer Management Centre for Innovation and Enterprise*

***“Hank Brigman is a dynamic and engaging speaker. He is a pleasure to work with and the evaluations of his program were outstanding.”***

*R. Fortunato, Legal Marketing Association*

Contact me today – I look forward to learning about your event and how I can help

+1 415.515.6391

[Hank@CustomerExperienceStrategies.com](mailto:Hank@CustomerExperienceStrategies.com)

[About Hank](#)

[Speaking Demo](#)

Travels from Jacksonville, Florida

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