

• 2022 RECAP •

WHY WE *Love* THESE TOP 20 CCWOMEN LUMINARIES



This year flew by so quickly, but we can't forget all of the incredible moments that have made this year unforgettable.

Here at CCWomen, 2022 was full of networking, ice breakers, laughing, dancing, happy hours, selfies, celebrating, and supporting, but, most importantly, it was full of learning.

Our community learned a lot this year. We tackled many important topics, from negotiating pay to embracing diversity, equity, and inclusion. These topics were presented by our very own industry experts, whom we are proud to call CCWomen luminaries.

To highlight our learnings, we've rounded up 20 CCWomen experts from 2022. We are so grateful for these luminaries' contributions to not only our community, but the broader community of marginalized folks in the workplace. We are so proud to present our Top 20 CCWomen Luminaries of 2022, and hope you will join us in celebrating them!



Theresa Watts, PhD
SVP, Human Resources,
Diversity, Equity, and Inclusion
True Religion Brand Jeans
[Connect with Theresa](#)

Theresa's keynote at our June Summit was one of the highlights of the day. Theresa's vulnerability and candidness showed us the importance of DEI in the workplace. She expressed that she often felt like she must be shinier than everybody else, and that being one of the only women of color in the room was often a battle. As she progressed in her career, however, she realized that you can't just wait for someone to let you fit in. You have to advocate for yourself, because no one else will do it for you. Her vulnerability has led her to become the number one champion in her own life, and to champion other women as well.

We celebrate Theresa for her vulnerability, and for her ability to assert herself and demand that her voice be heard.

Hui strongly advises women to leverage their value and be their own champion in order to get the best job offer possible. However, CNBC reported that a whopping 60% of women say they've never negotiated with an employer over pay. Women work hard to build a career. Hui taught us that we need to know when to walk away from opportunities that do not serve our purpose or goals. She expressed that women need to know their value, how to advocate for themselves, and, importantly, how to advocate for others, too.

We celebrate Hui for her intellect and insight, and for the way she helps us stand up for our worth and value and not accept anything less.



Hui Wu-Curtis
Co-Founder & COO
SupportU
[Connect with Hui](#)

RECOMMENDED READING

[Get the Best Job Offer By Avoiding These 5 Common Negotiation Mistakes](#)

[Break Through the Double-Pane Glass Ceiling: 6 Steps Toward Promotion, Equal Pay](#)



Farah Noor Khan
SVP, Customer Experience Strategy -
West Region, GSW, powered by
Syneos Health
[Connect with Farah](#)

At June's CCWomen Summit, Farah's excellent keynote on salary negotiation taught us exactly how to get what you want, and why we shouldn't be afraid to do it. She pointed out that you need to create advocates who have more power than your boss, you need to create value by understanding your unique value proposition, and you need to let people know that you want to get promoted. Lastly, Farah left us with a hugely important piece of advice— never be shy to have a back pocket offer.

We celebrate Farah for offering women actionable steps toward closing the gender pay gap, in a world that discourages negotiation from women.

RECOMMENDED READING

[#2 HOW TO: BALANCE YOUR ENERGY & GET THAT PROMOTION | Grace Gilbert, Jill Brown, Farah Noor Khan | Thirsty Thursday](#)

[Breaking Through The Double-Pane Glass Ceiling: 6 Steps Toward Promotion and Equal Pay](#)



Juanita Coley
CEO & Founder
Solid Rock Consulting
[Connect with Juanita](#)



Lathana "Jadah" Hawkins
SVP, Strategic Client Solutions
Alorica
[Connect with Lathana](#)



Sharon James Jordan
VP, Client Solutions
Alorica
[Connect with Sharon](#)



Karen Mitchell
Senior Director, Product Management
Marriott International
[Connect with Karen](#)



Kristin Witten
Manager, CX
Match

In Nashville this past October, Juanita, Karen, Kristin, Jadah, and Sharon shared the many lessons they have learned about leadership and what inclusive leadership looks like to them.

Karen and Lathana expressed that we need to become students of our environment. They expressed that we have to stay intelligent about our industry and stay one step ahead. Juanita pointed out that inclusive leadership is not just giving people a voice, it's also having them use that voice. It's easy to remain quiet, but Juanita knows the importance of making her voice count when she knows it will make an impact. Sharon and Kristin both want to see more women appointed to C-suite positions in the future. But we need to push our mentees and employees, especially when they are women, and give them the wings to fly.

We celebrate these five incredible women for their incredible leadership skills, and the way they are opening doors for future women leaders in the field.

RECOMMENDED READING

[Solving the Empathy Problem: Why Women Leaders Have the Upper Hand](#)

[Paving an Executive Path: Women in Tech Share Their Leadership Secrets at Women Impact Tech](#)



Caroline Yap

Director of Cloud AI Practice

Google Cloud

[Connect with Caroline](#)

At June's CCWomen summit, Caroline opened our minds and helped us acknowledge that we are much more resilient and resourceful than we think we are. We are often met with rejections that can leave us devastated. But Caroline put things into perspective for us. When we hear no, she reminds us that no is an open-ended resource.

We celebrate Caroline for showing us how to forge a path forward in the face of rejection and/or limited resources.

Kacey has not had a so-called traditional career path. She grew up in a town where she was the only minority, and got married the day after she turned seventeen. She turned fifty in November, and she is going back to school—which is an incredible accomplishment, as is claiming her space as an executive at one of the top hospitality businesses in the world.

Kacey expressed that she might not have a “traditional” path, but she has made a name for herself and is always looking for ways to bring others into their power, too.

We celebrate Kacey for showing us that there is no right way to grow and develop your career, and that there is always space for talented, driven, and excellent leaders at the top.



Kacey Felila Tolua

Senior Director, Channels and Self-Service -
CEC Technology Product Services

Marriott International

[Connect with Kacey](#)



Yemi Akisanya

Global Head of DEI

Groupon

[Connect with Yemi](#)

During his keynote on the Business Case for DEI, Yemi shared some statistics with us: 1.1 million more women are in the workforce today than compared to 2017, and 67% of job seekers say that DEI is very important to them when choosing a job. This means we're headed in the right direction, but we still have a long way to go. As Yemi said, “diversity is being invited to the dance party. Inclusion is being invited to dance.” Yemi taught us that increasing diversity does not, by itself, increase effectiveness; what matters is how an organization harnesses diversity, and whether or not DEI efforts are aligned to drive business performance.

We celebrate Yemi this year for his achievements in making the world a more equitable place.

RECOMMENDED READING

[#6 MAKE A BUSINESS CASE FOR DEI with guest Yemi Akisanya | Yemi Akisanya, Grace Gilbert | Thirsty Thursday](#)

[The 411 on DEI: 5 Reasons Why You Need to Implement DEI Programs in 2023](#)



Megan Merrick
Head Of Customer Experience
CANDY Digital
[Connect with Megan](#)



Maureen Kamaishah
Director, Customer Experience
HelloFresh
[Connect with Maureen](#)



Leigh Roach
Senior Manager, Customer Experience
Johnston & Murphy
[Connect with Leigh](#)



Sara Treadwell
Director, Customer Experience
Avalara
[Connect with Sara](#)

At June's CCWomen Summit, Leigh, Maureen, Megan, and Sara divulged secrets about what NOT to do if you want to be a great mentor. They candidly told their horror stories about mentors from their pasts, and examined effective mentorships and how a good mentor can make all the difference.

We celebrate these four mentees (and mentors!) because their stories and lessons gave us practical takeaways for having better mentorship relationships.

RECOMMENDED READING

[5 Lessons from Extremely Bad Mentors \(And 5 Ways to Be a Great One\)](#)

[Meet Your Perfect Mentor Match. 5 Actionable Steps to Foster and Maintain a Mutually Beneficial Mentorship](#)

[Women Leaders in CX, Finance Talk Mentorship at December's CXO for BFSI Event](#)



Rick Britt

VP of Artificial Intelligence

CallMiner

[Connect with Rick](#)



Geoffrey Burbridge

Director - Truist Contact Center, SVP

Truist

[Connect with Geoff](#)



Adam McCreery

Director, Customer Experience

DraftKings, Inc.

[Connect with Adam](#)



Tom Nugent

VP, Consumer Sales and Service

Verizon

[Connect with Tom](#)

It's simple. Women need allies. When the person at the head of the table speaks up, people listen, resources become available, and the gaps close a little more.

For this reason, we love when our CCWomen allies use their privilege to speak up. We celebrate Geoff, Rick, Tom and Adam for being allies who advocate for equity, and foster allyship as a way to stand up for marginalized people in the workplace.

RECOMMENDED READING

[5 Ways to Be a Better Ally in Contact Centers](#)

[Working Mothers: Practice Self-Care by Doing Less \(And Don't Be Afraid to Ask Your Allies for Help\)](#)



Jill Brown

CEO & Founder of Jill Brown Coaching
Chief Human Resources Officer

FSL

[Connect with Jill](#)

How do women achieve work life balance? Can it even be achieved at all? Jill Brown not only answered these questions— she provided resources and data that can help even the most burned out employees get back in their power. Jill Brown demands that, as women, we stop doing other people's work, and that we stop asking for permission to balance our lives.

We celebrate Jill because she showed us how to stay in our power in a world that constantly pushes us to let go of our boundaries.

RECOMMENDED READING

[#2 HOW TO: BALANCE YOUR ENERGY & GET THAT PROMOTION | Grace Gilbert, Jill Brown, Farah Noor Khan | Thirsty Thursday](#)

Thank you for joining CCWomen in 2022!

If you want to get involved in sharing your knowledge and expertise with our community, reach out to ccwmn@cmpteam.com.

And don't forget to sign up for the CCWomen Summit in San Antonio.

The summit will take place on January 30, 2023.

[MORE INFO](#)

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