



2023 CURRENT ATTENDEE SNAPSHOT

JUNE 19-22, 2023
CAESARS FORUM,
LAS VEGAS

#CCWVEGAS
#CUSTOMERCONTACTWEEK

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ATTENDEE COMPANIES

AMC
THEATRESUberASHLEYTHE HOME DEPOTNESPRESSO®ColumbiaFoot LockerHELLO
FRESHWHATABURGER

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

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

ATTENDEE JOB TITLES

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