

Dan Gingiss – Intro

Our next speaker spent 20 years as a marketing and customer experience leader at companies like McDonald's, Discover, and Humana.

He's been named one of the world's top 30 customer experience professionals by Global Gurus, and his most recent book ranks among Book Authority's top customer experience books of *all-time*.

He is a licensed bartender, a pinball wizard, and a lover of rescue pets. He also once delivered a pizza to Michael Jordan.

Please give a big, warm welcome to Dan Gingiss!

Note: "Gingiss" is pronounced with 2 hard G's – GING-iss