

2018 Customer Experience Conference

*Creating Competitive Advantage
by Putting Customers First*



Job Title:

Account Manager
Operations Manager
Sales and Client Management Lead
Pre-Sales Manager
Senior Manager - Sales
Associate Director Internal Sales Support
Sales Trainer
Supervisor
Broker Dealer Support/Trade Manager
Principal Analyst
Director of Marketing Support
Senior Director
Director
Vice President New Business
Life Operations Quality Assurance Administrator
Business Program Management Specialist
Manager, Customer Experience and Business Quality
Client Service Center Supervisor
Sr Contact Center and Platinum Administrator
Customer Service Manager
VP Client Relations & Service Delivery
Manager Insurance Operations
Chairman
Senior Manager
Account Executive
Director of Global Product Marketing
Managing Director, Americas
Tradeshaw Manager
Executive Creative Director
Primary Colorer
Consumer Service Team Leader
Director
Customer Service Manager
Sales Manager
Vice President, Agency Services
Manager, Inforce Member and Producer Service Centre
Manager, Life & Annuity Services
Divisional Vice President, Operations

Company Name:

5 Star Life Insurance
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Accenture Life & Annuity Software
Accenture Life & Annuity Software
Accenture Life & Annuity Software
AIG
AIG
ALFA Insurance
Allstate
Altimeter Group
American Equity Investment Life
American Equity Investment Life
American Equity Investment Life
American Equity Investment Life
American Family Life Insurance Company
American Family Life Insurance Company
Assumption Life
Assurity Life
Assurity Life
Baltimore Life
BF&M Ltd
Boston Mutual Life
Brian Holloway & Associates
Cincinnati Life
Cincom Systems
Cincom Systems
Cincom Systems
Cincom Systems
Citizen, Inc.
Coloring Outside the Lines
CUNA Mutual
Delaware Life
Delaware Life
Empower Retirement
Fidelity & Guaranty Life
Foresters Financial
Gleaner Life Insurance Society
Great American Insurance Group

Technical Analyst Supervisor	Great American Insurance Group
Vice President, Individual Markets	Great-West Life & Annuity
Manager, Multi Life Billing and Operations	Guardian Life
Vice President & Counsel	Guardian Life
Manager, Multi Life	Guardian Life
Manager, Broker/Employer Customer Response Unit	Guardian Life
Supervisor	Guggenheim Life and Annuity
Director, Clients & Partners Contact Center	IA Excellence, Life Insurance
Assistant Vice President	Illinois Mutual
Manager Client Relation	Industrial Alliance
Director	Industrial Alliance
CMO and Head of Consulting	Intellect SEEC
SVP Partnerships	Intellect SEEC
Marketing Manager	Intellect SEEC
SVP, Sales for Life & Annuity	Intellect SEEC
VP of Policy Service	Investors Heritage
Insurance Business Consultant	J.D. Power
Sales Representative	Jacobson
Assistant Vice President, Life Sales	Jacobson
Director, Inforce Operations	John Hancock
AVP, US Division Operations	John Hancock
President	Kaepfel Consulting
Manager, Customer Services & Life Claims	Kansas City Life
Policy Services Supervisor	KSKJ Life
Customer Care Manager	Legal & General America
AVP, Administrative Services	Legal & General America
National Account Manager	LexisNexis Risk Solutions
Life Vertical Marketing Manager	LexisNexis Risk Solutions
Account Manager	LexisNexis Risk Solutions
Business Event Manager	LexisNexis Risk Solutions
VP and General Manager Life	LexisNexis Risk Solutions
Director of Design, Research and Innovation	Liberty Mutual
Customer Service Manager	LICOA
Director of Sales Operations	LifeSecure Insurance Company
Commercial Research	LIMRA
Associate Research Consultant	LIMRA
Conference Coordinator	LIMRA
Corporate Vice President and Director, Insurance Research	LIMRA
Chief Information Officer	LIMRA and LOMA
Business Development Director	LIMRA and LOMA Canada
Vice President, Individual Annuity Contact Center	Lincoln Financial Group
Senior Communication Consultant	Lincoln Financial Group
Senior Vice President	Lincoln Financial Group
Senior Editor	LOMA
Member Solutions Manager	LOMA
Associate, Education and Training	LOMA
Senior Vice President	LOMA

Director, Learning Product Management	LOMA
Senior Associate, Management Solutions	LOMA
Senior Meeting Planner	LOMA
Sales and Relationship Manager	LOMA
AVP., Instructional Design	LOMA
Senior Sales Associate	LOMA
Sr. VP Strategic Marketing, Industry Relations and Innovation	Majesco
Director - Consumer Experience and Retention	MassMutual
GM, Medallia Institute	Medallia
Sales Director	Medallia
Sales Director	Medallia
Field Marketing Manager	Medallia
Life & Annuity Operations Manager	Michigan Farm Bureau Insurance
Manager, Variable Services	Midland National Life
Supervisor, Service Center	Modern Woodmen of America
Vice President, Business Development	MPX
CX Consultant	Mutual of Omaha
Manager, Payments and Benefits	Mutual Trust Life
Director, New Business	Mutual Trust Life
AVP & Director of Customer Service	National Guardian Life
Director, Member Services, Post Issue Servicing	Nationwide Financial
Customer Service Manager	Navy Mutual
VP Transformation	Northwestern Mutual
Director of Workforce Planning & Alignment	Northwestern Mutual
Director, Client and Field Operations	Northwestern Mutual
Assistant Director, Learning and Performance Support	Northwestern Mutual
Sales and Client Manager	NTT DATA
Vice President, Customer Experience, FSI	NTT DATA
Marketing Advisor	NTT DATA Services
Supervisor, Life and Disability Customer Service	Ohio National Financial Services
Supervisor, Annuity Product Specialists	Ohio National Financial Services
Manager, Insurance Services & Operations	OMA Insurance
Vice President Customer Experience	OneAmerica
AVP Field Financial Management	Pacific Life
Sr Director	Pega
Director-Industry Principal, Insurance	Pegasystems
Solution Consulting Manager	Pegasystems
Manager, Claims & Life Services	Penn Mutual
Promotion Manager	Physicians Mutual Insurance Company
CEO and CoFounder	Pindrop Inc.,
Assistant Vice President	Principal
Assistant Manager	Principal
2VP, Life and Annuity Contact Center Operations	Protective Life Insurance
President & Co-Founder	Qesnay Inc.
Engagement Manager	Qesnay Inc.
VP, Distribution Lead	RGAx
CSC Director	Royal Neighbors of America

Assistant Vice President Administration
Assistant Vice President-Customer Service
Manager
Manager Customer Service
Transformation Program Leader
Director, ILAD Services and Business Systems
Supervisor, Policy Services
Director, Life New Business & Customer Service
Deferred Annuity Supervisor
Manager, Customer Experience
Customer Experience Specialist
Second VP
Director of Operations
Life Policy Service Supervisor
Life Actuarial Analyst
Claims Consultant
Manager, Conservation & Client Services
Policy Service Supervisor
AVP, Employer Services
Director, Client Relations
Consumer Engagement Specialist
New Solutions Group Associate
Premium Admin Mgr, Medical Stop Loss, Group Life and Disability
Training & Development Manager
Assistant Vice President, Customer Service
Director of Operations
Director of Presale and Implementation Areas
Call Center Supervisor
Director, Contact Center Operations
Vice President - Life & Annuities
SVP, Treasury Management Consultant
Principal and Sr. Architect
Director of Sales & Marketing

Sagicor Life (Eastern Caribbean) Inc.
Sagicor Life Inc
Sagicor Life Insurance Company
Sammons Financial Group
Sammons Financial Group
Securian
Securian Financial Group
Securian Financial Group
Securian Financial Group
Security Benefit
Security Benefit
Security Mutual Life Ins. Co. of New York
Security National Life
Shelter Insurance
Shelter Insurance
Southern Farm Bureau
Southern Farm Bureau
Southern Farm Bureau
Sun Life Financial
Sun Life Financial
Swiss Re
Swiss Re
Symetra
Symetra Financial
Tennessee Farmers Life
Texas Life
The Hartford
Triple S Vida
UNUM
ValueMomentum Inc
Wells Fargo & Company
X by 2
X by 2