

**A REMARKABLE CUSTOMER EXPERIENCE IS
YOUR BEST SALES & MARKETING STRATEGY**

DAN GINGISS

International keynote speaker, customer experience coach,
author, podcaster, CXO of The Experience Maker™



20 YEARS LEADING IN CORPORATE AMERICA

DISCOVER®



Humana.

EXPERIENCED, CREDIBLE, RELATABLE

Dan's background is a unique mix of marketing and customer experience. He served in multiple leadership positions at three Fortune 300 companies and two B2Bs, and played a key role in Discover Card winning the coveted J.D. Power Award for Customer Satisfaction.

Business leaders don't need someone to pontificate about lofty goals and hypothetical situations. Dan's strong professional background gives him the credibility to recommend simple, practical, and inexpensive solutions to inspire employees to push their company's customer experience to the next level.



**“I HAVE NEVER SEEN A
BUSINESS SPEAKER GET A
STANDING OVATION FROM
OUR GROUP UNTIL DAN
SPOKE TO THEM ABOUT
CUSTOMER EXPERIENCE.”**

**- LINDSAY PROSS
EVENT & TRAVEL SUPERVISOR
BENCO DENTAL**



GLOBAL TOP
GURUS 30 2022

GLOBAL TOP
GURUS 30 2023

READY FOR A FRESH PERSPECTIVE?

International keynote speaker Dan Gingiss teaches companies how to make customer experience a competitive differentiator.

He shares engaging, real-life stories and actionable takeaways at live and virtual events, workshops, meetings, webinars, trainings and more.

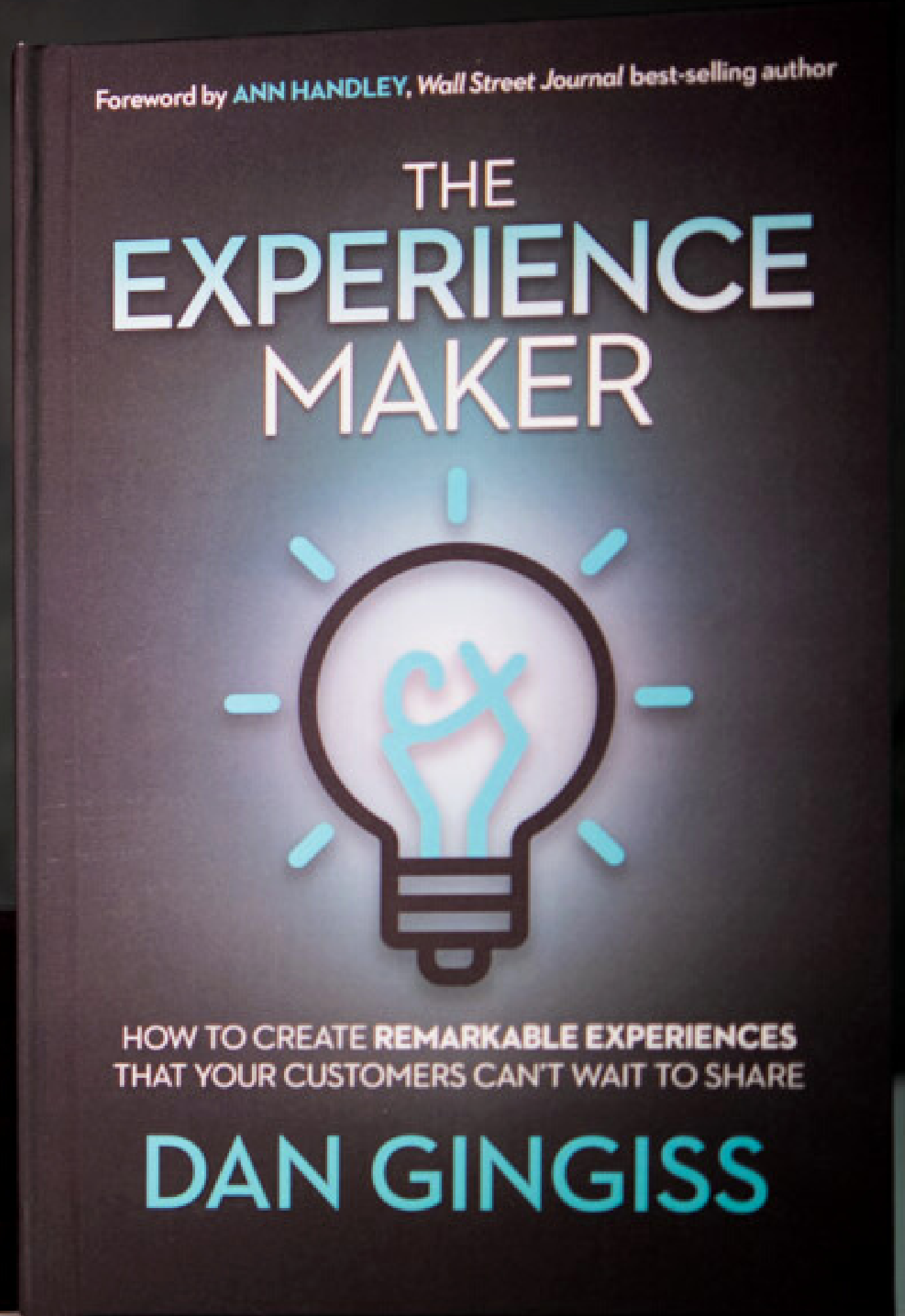
Dan doesn't just talk about customer experience; his fast-paced, energetic presentation style is meant to actually *create* an experience for the audience that they'll surely remember.





NAMED A TOP BUSINESS BOOK BY:

Forbes **LinkedIn**





“HE LEFT THE AUDIENCE NOT ONLY **EXCITED** ABOUT CUSTOMER EXPERIENCE, BUT ALSO **EMPOWERED** TO MAKE CX A PRIORITY IN THEIR DAY-TO-DAY ACTIVITIES. HE HAD SO MANY GREAT EXAMPLES AND HIS **ENERGY** AND **PASSION** FOR CX ARE **INFECTIOUS!**”

- **BETH INGEBRETSON**
MARKETING COMMUNICATIONS
AVTEX SOLUTIONS

SELECTED CLIENTS AND EVENTS



MOTOROLA
SOLUTIONS

SAMSUNG



BencoDental

:talkdesk



avtex



doc popcorn



catersource

Movable Ink

momentive



INBOUND



AUDIENCE FEEDBACK

“SO MANY IDEAS ON HOW
TO IMPROVE BRAND CX,
MY HEAD IS SPINNING.”



“I THOUGHT I WAS SICK
OF MARKETING BUT
@DGINGISS IS MAKING
MARKETING GREAT
AGAIN.”

“WOW. THAT WAS UNBELIEVABLE.
I WAS HANGING ON YOUR EVERY
WORD. BEST SESSION. WORTH
COMING TO INBOUND FOR YOUR
SESSION ALONE.”

“I LAUGHED, I CRIED, I DIDN'T FALL ASLEEP. @DGINGISS IS
ONE OF THE FEW MARKETING EXPERTS THAT CAN DELIVER
AN ENTERTAINING AND ENGAGING PRESENTATION WITHOUT
SACRIFICING VALUE. THANK YOU FOR TODAY!”

NOTABLE RECOGNITION

Top 50 Thought Leaders to Follow on Twitter

Top 50 Customer Service Influencers of the Decade

Top 20 Global Customer Experience Experts

Top Customer Service Influencers

15 Influencers Changing the CX Game

Top 50 Social Media Marketing Influencers

Top 50 B2B Marketing Influencers

Top 50 Customer Experience Blogs and Influencers

Top 100 Digital Marketing Influencers

30 Most Influential People In Social Customer Service

30 Influencers Behind The Brands We Love

Sources: ICMI, Nextiva, MartechVibe, Brand24, Fit Small Business, WalkMe, TopRank Marketing, Lucep, BuzzSumo, Conversocial, Purematter



“DAN GINGISS IS ONE OF THE **BRIGHTEST MINDS** ON THE TOPICS OF CUSTOMER EXPERIENCE, SOCIAL MEDIA AND DIGITAL EXPERIENCE. HE HAS A **WEALTH OF EXPERIENCE** AND CONTENT, AND HE IS A **FANTASTIC, ENGAGING PRESENTER.**”

- JOHN R. DIJULIUS III
PRESIDENT, THE DIJULIUS GROUP



MOST-REQUESTED KEYNOTES

**HOW A REMARKABLE CUSTOMER
EXPERIENCE CAN BE YOUR BEST SALES
AND MARKETING STRATEGY**

**WHY EVERY EMPLOYEE IS IN THE
CUSTOMER EXPERIENCE BUSINESS**

**WHY IT PAYS TO BELONG: THE
INTERSECTION OF DIVERSITY,
INCLUSION & CUSTOMER EXPERIENCE**



ABOUT DAN GINGISS

Dan's 20-year professional career consistently focused on delighting customers, spanning multiple disciplines including customer experience, marketing, social media and customer service. He held leadership positions at McDonald's, Discover and Humana before starting his own company, The Experience Maker™.

Dan is the author of two books: *The Experience Maker: How To Create Remarkable Experiences That Your Customers Can't Wait To Share* and *Winning at Social Customer Care: How Top Brands Create Engaging Experiences on Social Media*. He is also a host of the *Experience This!* podcast, *The Experience Maker Live* show, and client shows created for SAP and Avtex.

Dan earned a BA in psychology and communications from the University of Pennsylvania and an MBA in marketing and operations from the Kellogg School of Management at Northwestern University.

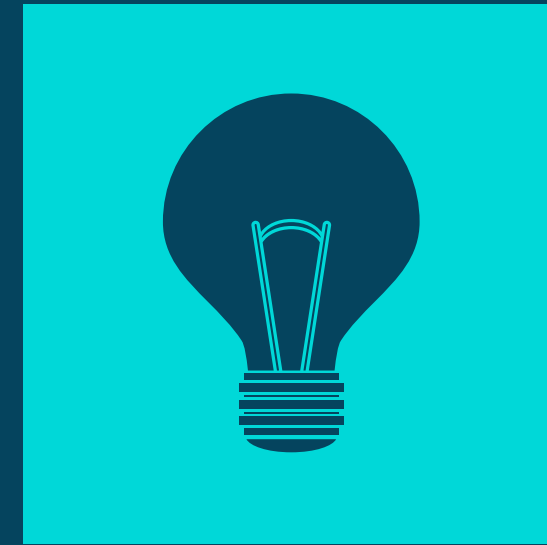
WORKING WITH DAN



Keynotes



Webinars



Coaching



Workshops



Podcasts



Twitter Chats



Articles



Courses



The Experience Maker™

