

## Dan Gingiss Biography

Dan Gingiss is an international keynote speaker and customer experience expert with a dynamic and engaging speaking style that has captivated hundreds of audiences around the globe.

Believing that a remarkable customer experience is the best competitive advantage, Dan shares insights from his 20-year professional career that included leadership positions at McDonald's, Discover, and Humana. As a Certified Speaking Professional (CSP), which fewer than 600 speakers worldwide have achieved, his speaking engagements are enriched by real-world examples, actionable strategies, and a whole lot of fun!

Dan is the author of three books, including *The Experience Maker*, which was ranked by Book Authority as one of the top customer experience books all-time, and its second edition, *Becoming The Experience Maker*.

He earned a B.A. in psychology and communications from the University of Pennsylvania and an M.B.A. in marketing from the Kellogg School of Management at Northwestern University. Dan is also a licensed bartender, a pinball wizard, and he once delivered a pizza to Michael Jordan.