

## Dan Gingiss - Introduction

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 #4 on Book Authority's top customer experience books of all-time.

He is a licensed bartender, a pinball wizard, and a lover of rescue dogs and cats. Oh, and he 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***