

Jennifer Blackmon Biography

Jennifer Blackmon – Founder and President of EmpowerAble – is an innovative change agent, international public speaker and senior advisor, catalyzing significant growth, effective change management, and business process re-engineering for companies across the globe that impact customer and employee engagement.

As a veteran hospitality executive, Jennifer spent nearly 25 years with the Ritz-Carlton brand spanning leadership roles in Sales, Events and Food and Beverage. Under her leadership, her team was recognized as the Regional Team of the Year and held a top 10 position in customer satisfaction for 6 consecutive years. Jennifer's strong belief in leadership through example achieved average scores of 99% in employee engagement for 7 consecutive years. As a Senior Advisor with The Ritz-Carlton Leadership Center, she was highly respected for her leadership style, sales and service initiatives and leadership transformation processes that secured positive change for the organizations she served. She has introduced, trained, and counseled individuals and executives in implementing best practices that grow top line revenue and elevate the customer experience that becomes the key differentiator in their business.