



CX: The New Battleground for Differentiation



Antonia Oakes
Head of Customer
Experience
Old Mutual



Audrey Rustin
Acting Head: Customer
Insights Unit
Alexander Forbes



Bali Msibi
Senior Market Insights
Analyst
Pepsi Co.



Christopher Lloyd
Head: Digital Disruption &
Enablement, Technology
& Architecture
Alexander Forbes



Clint Payne
Program Manager:
Customer Experience
Multichoice



Collette van Dyk
Executive Head of
Marketing
Alexander Forbes Group
Services



Eloise Boezak
Head of Customer
Experience
African Bank



Eugene Wessels
Darth Vader of Data
King Price Insurance



Florence Wamatu
Manager Customer
Experience
Kenya Airways



Grace Sikapokoo
Customer Experience
Strategist,
AIG SA



Heidi Brauer
Brand Mama/ CMO
Hollard Insurance



Itumeleng Makgati
Senior Manager -IM
Services
Sasol



CX: The New Battleground for Differentiation



Jan Coetzee
Customer Experience
Manager
Comair



Jessica Matthysen
Head of Customer
Success
Alexander Forbes
Empower



Joanna Ndebele
Manager: Corporate Brand
Ubank



Jordan Seke
CRM Officer & CX
Specialist
University of
Witwatersrand



Joshua Knight
Jet Customer Strategic
Analyst
Edcon



Khanyisile Maseko
Customer Insights Analyst
Edcon



Landile Chauke
Research Manager
Discovery Health



Marianne De Korte
Senior Research
Consultant
Telesure



Marius de La Rey
Chief Executive: Customer
Channels, Distribution &
Coverage
ABSA



Marno Boshoff
Culture Evangelist
King Price Insurance



Marnitz van Heerden
Head: Group Customer
Experience
Hollard Insurance



Marilyn Rukande
Customer Operations
Manager
Shell



CX: The New Battleground for Differentiation



Nicki Hill
Head of Innovation &
Customer Experience
Delivery
Direct Axis



Nomthandazo Malevu
Head of Communications
& Customer Service
SA Taxi



Orin Hanrahan
Customer Strategy &
Operations Manager
Uber



Portia Lindi Simelane
Group Manager; IT
Governance & Resilience
Airports Company of
South Africa



Renee Schoeman
Customer Analytics
FNB Wealth &
Investments



Renier Jansen van Vuuren
Head: Client Journey
Momentum Digital



Riaan Singh
Head of Digital Client
Solutions
Alexander Forbes



Roland Naidoo
Head of Customer
Operations and Support
Multichoice



Ryan Bacher
Managing Director
Netflorist



Sameer Jooma
Director: Innovation &
Analytics, Solutions Africa
Anheuser-Busch Inbev



Shane Petersen
Head of Customer
Operations SA
Shell



Simon Camerer
CCO
Multichoice



Customer360

Africa 2019

16-18 April 2019, Johannesburg

www.Customer360Africa.com

CX: The New Battleground for Differentiation



Vera Nagtegaal
Executive Head
Hippo.co.za



Kriszti Bottya
Marketing Coordinator
Netflorist