



CX: The New Battleground for Differentiation

Confirmed Attendees

Job title	Company
Head Client Journeys	MMI
Manager: Customer Experience	AVBOB
Customer Experience manager	Comair Limited
Head of Sales	Smoke Customer Intelligence (Pty) Ltd
Head of Marketing - Discovery Insure	Discovery Bank
Customer Experience Strategist	Liberty
Customer Service Specialist	Magalies Water
Chief Operating Officer	Merchants
customer experience manager	Old Mutual
Head: Customer Delight, Customer Experience	Nedbank Group Technology
Interface Manager	First National Bank
Head of Customer Experience	African Bank
Head of Customer	Ten Cent
Head: Customer Experience	Old Mutual Insure
CCO	MultiChoice
Partner: Data Analytics	King Price
Customer Experience Manager - Insure	Hollard
Head Of Distribution Marketing	Sanlam
Marketing & Communications	eltherm GmbH
Operations Manager	eltherm GmbH
Senior Manager : Customer Experience Design and Management	Transnet National Ports Authority
Manager: Corporate Brand	Ubank
Operations Manager	Osiris Trading
Commercial Director	Striata
Sr. Account Executive	Genesys
Senior Customer Engagement Associate	Dunnhumby
Senior Research Consultant	Telesure Investment Holdings

Brand Mama / CMO	Hollard
Analyst	STANLIB Asset Management
Head of Business Enablement	WesBank
Senior Manager Insights Customer Exp	Nedbank Group Technology
Managing Executive: Client Experience	SA Home Loans
Head Customer Operations Support and accredited Customer Experience Manager	Multichoice
Associate Director - Business Generation	turntown.co.za
Head Customer Success for Alexander Forbes Empower	Alexander Forbes
Head of eCommerce	Heineken
Senior Market Insights Analyst	First National Bank
Product Manager	First National Bank
Head of Data and Retention	Old Mutual
Human Experience & Service Designer Robotics Educator	Brandlove Customer Experience
Business Development Manager	Aegis Ltd.
Sr. Sales Manager	Genesys
Head: Customer Engagement fnb nav	First National Bank
Customer Experience Monitoring Manager	PepsiCo
Senior CX Territory Manager	Oracle
Senior Accounts Executive	SAS Institute
Strategic Analyst	Edcon
Regional Account Director	Interact RDT
Field Marketing Manager EMEA Benelux, Iberia, South East Africa	Genesys
Associate Vice President - Business Development	Aegis Ltd.
head of: Digital Disruption & enablement, technology and architecture	Alexander Forbes Group Holdings Limited
Enterprise Account Director	Vantage Consultancy
Imagineer	Nedbank
Customer Experience Consultant	NetNames Limited
Director: Sales and Marketing	Ask Afrika
Lead of Customer Centricity and innovation Strategy	Zoona
Culture Evangelist	King Price
Associate Accounts Executive	SAS Institute
Lead Experience Associate	Interact RDT
Customer Operations Manager	Shell International
Senior Business Solutions Manager - Analytics	SAS Institute
CX Business Development Manager	Smoke Customer Intelligence (Pty) Ltd
Executive: Client Experience	Ask Afrika

Digital and Social Media Manager	Bank Windhoek
Principal Solution Consultant	Genesys
Executive: Billion Voices	Ask Afrika
Customer Experience	Nedbank
Controls Manager	Vumatel
Director of Innovation	Anheuser-Busch InBev
Social Media	Flight Centre
DIGITAL TRANSFORMATION DIRECTOR	Heineken
Sales and Marketing Manager	inQuba
Research Manager	Discovery Bank
Sales Manager	SAS Institute
Executive Head of Marketing	Alexander Forbes Group Holdings Limited
CRM Officer & CX Evangelist	WITS
Marketing and Sales Development	OutSystems SA
Channel Sales	Pivotal Group
Business Development Executive	Merchants
Sr. Solutions Consultant	Genesys
Senior Manager / IM services	Sasol Group Services
Head of Customer Experience	Virgin Mobile SA
Program Manager : Customer Experience	Multichoice
Chief Operations Officer	Discovery Bank
Client Analytics Manager	Old Mutual
Executive Creative Director	Sea Monster
Head Of Personal Finance Marketing	Sanlam
Data Analyst	Old Mutual
Head: Client Experience	Nedbank Limited
Client Life Cycle Manager	Sanlam
Marketting Coordinator	Netflorist
Senior Manager: Client Experience Product & Research	SA Home Loans
CEO	Sea Monster
Head of Communications and Customer Service	SA Taxi Development Finance (Pty) Ltd
MD	Netflorist
Customer Analytics	Ashburton Investments
Head of Digital Client Solutions	Alexander Forbes Group Holdings Limited
Product Manager	Vantage Consultancy
Business Analyst	First National Bank
Customer Experience Director	fctg.co.za
Marketing Manager	Discovery Bank
Customer Delivery Manager	Old Mutual

Sales	Virgin Mobile SA
Customer Experience Specialist	Alexander Forbes Group Holdings Limited
Manager: Sales Support	Toyota SA
Client Service Director	JWT
Customer Experience Manager	Ster-Kinekor Theatres
CEO	WithNova
Business Analyst	First National Bank
Logistics Key Account Manager	Heineken
Managing Partner	ovationart.co.za
Learning Programmes Advisor	mict.org.za
Business Manager	Nedbank
Sales Support Manager (CE)	Toyota SA
Contact Centre Manager	STANLIB Asset Management
Customer Improvement manager	Hollard
Project Manager	Sun international
Marketing manager	Discovery Bank
Customer loyalty and services manager	Sun international
Commercial Strategist	Striata
Business Development & Key Accounts Officer	Magalies Water
General Manager Customer Experience	Ster-Kinekor Theatres
Business Analyst	First National Bank
Senior Accounts Executive	SAS Institute
Grp Loyalty Programme Manager	Sun international
Chief Revenue Officer	Merchants
Business Project Manager	Barclays Africa Group Limited
Manager	Toyota SA
CEO	ziphizamakhosikazi.com
Applications & Business Intelligence Manager	Omnia Holdings
Head of Customer services	Heineken
Customer Experience Specialist	MultiChoice
COO	First National Bank
Head of Digital Channels	First National Bank
Customer Intelligence Lead - SAS	SAS Institute
Senior Account Executive	Genesys
Sales Manager	compsol.co.za
Programme Manager	First National Bank
Head of Key Accounts	Striata
Head Of Customer Operations	Shell International
Senior Manager Sales Support	Toyota SA
Senior Business Solutions Manager - Customer Intelligence	SAS Institute
Public Sector: Lead	Sizwe IT Group

Sales	Pivotal Group
Head of Customer Care	fctg.co.za
Customer Engagement Specialist	Fedhealth Medical Scheme
Business Analyst	First National Bank
Marketing Manager	Ackermans
Head of Marketing	First National Bank
Head Customer Care - Nedbank Home Loans (Cx)	Nedbank
General Manager	Medscheme
Digital Solutions Manager	Heineken
Head of Digital & e-Commerce	Sanlam
Assistant Sales Manager	Compsol
FNB International: Pricing and Rewards	First National Bank
Client Experience Manager	Nedbank Limited
Loyalty Programme Manager	Sun international
Sr. Account Executive	Genesys
CXO	Striata
Head of Customer Experience, Data and Retention	Old Mutual Life Assurance Company
Senior Customer Engagement Associate	Dunnhumby
CEO	inQuba
Head: Continuous Improvement	STANLIB Asset Management
Analyst	STANLIB Asset Management
CEO	Ceed Learning
Data Science Lead	Anheuser-Busch InBev
Station Manager	The 1873 FM
Group Manager : IT Governance & resilience	Liberty
Manager: Client Experience	Sanlam
Director: Business Development	NetNames Limited
CX specialist	Consumer Lab
Head of Retail	First National Bank
Senior Business Solutions Manager	SAS Institute
Marketing and Design Associate	AtTheGate
Grp Manager Marketing Operations	Sun international
Head of Cortex	Merchants
Experience Designer	Brandlove Customer Experience (Pty) Ltd.
Head Group Complaints	Hollard
Managing Partner	ovationart.co.za
Business Development Lead	Ceed Learning
Customer Insights Analyst	Edcon
Divisional Executive Jet Strategy and Marketing	Edcon