



Customer360 Africa 2019

16-18 April 2019, Johannesburg

www.Customer360Africa.com

CX: The New Battleground for Differentiation

Confirmed Attendees

Job Title	Company
Customer Experience Director	Flight Centre Travel Group Africa
Head of Customer Care	Flight Centre Travel Group Africa
Customer Experience Manager - Insure	Hollard
Customer Experience Monitoring Manager	Liberty
Head: Customer Engagement	FNB
Customer Experience Manager	Vumatek
Senior Manager: Customer Experience Design and Management	Transnet
Acting Head: Customer Insights Unit	Alexander Forbes
Analyst	Stanlib
Associate Director	Turner & Townsend (Pty) Ltd
Associate Vice President - Business Development	Aegis Global Outsourcing
CEO	inQuba
Sales and Marketing Manager	inQuba
Marketing and Design Associate	ATG Digital
Brand Mama/CMO	Hollard Insurance
Business Analyst	FNB
Business Analyst	FNB
Business Analyst	FNB
Business Development Manager	Aegis Global Outsourcing
CCO	MultiChoice
CEO	The Customer Experience Lab
CEO	Sea Monster Entertainment
Chief Executive: Customer Channels, Distribution and Coverage	ABSA
Chief Operating Officer	Discovery Life
Client Analytics Manager	Old Mutual
Client Life Cycle Manager	Sanlam
Commercial Director	Striata
Commercial Strategist	Striata
Contact Centre Manager	Stanlib
COO	FNB
CRM Officer & CX specialist	University of the Witwatersrand

Culture Evangelist	King Price Insurance
Customer Analytics	FNB Wealth & Investments
Managing Partner	Ovation Audience Relationship Team
Customer Experience Manager	Nedbank
Customer Experience Manager	Comair
Customer Experience Manager	Old Mutual
Customer Operations Manager	Shell
Customer Relations Executive	Outsystems South Africa
Customer Service Specialist	Magalies Water
CX Business Development Manager	Smoke Customer Intelligence
CX Manager	Stanlib
CXO	Striata
Darth Vader of Data	King Price Insurance
Data Analyst	Old Mutual
Digital and Social Media Manager	Bank of Windhoek
Digital Product Owner	Heineken
Director: Digital Transformation	Heineken
Director: Innovation & Analytics, Solutions Africa	Anheuser-Busch Inbev
Director: Sales and Marketing	Ask Afrika Pty Ltd
Divisional Executive Customer Experience	Edcon
Managing Partner	Ovation Audience Relationship Team
Enterprise Account Director	Vantage Data
Executive Creative Director	Sea Monster Entertainment
Executive Head of Marketing	Alexander Forbes
Executive: Billion Voices	Ask Afrika Pty Ltd
Executive: Client Experience	Ask Afrika Pty Ltd
Experience Lead	Interact RDT
FNB International: Pricing and Rewards	FNB
Global Customer Journey Manager for Bill to Cash	Shell
Group Manager; IT Governance & resilience	Liberty Group
Head – Customer Delight, Customer Experience	Nedbank
Head Client and Intermediary Engagement	Sanlam
Head Customer Experience	Nedbank
Head of Business Enablement	Wesbank
Head of Communications & Customer Service	SA Taxi
Head of Customer	Tencent
Head of Customer Experience	Old Mutual
Head of Customer Experience	African Bank
Head of Customer Experience	ABSA
Head of Customer Operations Support & CX Master	Multichoice
Head of Customer Operations: SA	Shell
Head of Customer Success	Alexander Forbes Empower
Head of Digital Channels	FNB
Head of Digital Client Solutions	Alexander Forbes
Head of eCommerce	Heineken

Head of Innovation and Customer Experience Delivery	Direct Axis
Head of Key Accounts	Striata
Head of Marketing	Discovery
Head of Sales	Smoke Customer Intelligence
Head: Client Experience	Nedbank Insurance
Head: Client Journey	Momentum Digital
Head: Continuous Improvement	Stanlib
Head: CX and Digital Engagement	Quality Connect
Head: Digital Disruption & Enablement, Technology & Architecture	Alexander Forbes
Head: Group Customer Experience	Hollard
Head: SPF Marketing, Digital & Client Experience	Sanlam Life Insurance LTD
Imagineer	Nedbank
Interface Manager	FNB
Jet Customer Strategic Analyst	Edcon
Lead Customer Centricity & Innovation Strategy	Zoona
Manager Customer Relations	Botswana Investment and Trade Centre
Manager: Corporate Brand	Ubank
Manager: Customer Services	Magalies Water
Managing Director	Netflorist
Managing Executive Customer Operations	Vodacom Mozambique
Managing Executive: Client Experience	SA Home Loans
Marketing Coordinator	Netflorist
Marketing Manager	Discovery
Marketing Manager	Discovery
Operations Manager	eltherm South Africa (Pty) LTD
Product Manager: Data & Analytics	Vantage Data
Program Manager: Customer Experience	MultiChoice
Programme Manager	FNB
Regional Account Director	Interact RDT
Research Manager	Discovery Health
Retail Product Head	FNB
Senior CX Territory Manager	Oracle
Senior Manager - IM Services	Sasol
Senior Manager Insights Customer Experience	Nedbank
Senior Manager: Client Experience Product & Research	SA Home Loans
Senior Manager: Quality Enterprise Assurance	Nedbank
Senior Market Insights Analyst	Pepsi Co
Senior Marketing Manager	Sanlam
Senior Research Consultant	Telesure
Social Media Manager	Flight Centre

