

11th Annual

DIGITAL
CUSTOMER EXPERIENCE
SUMMIT

PAST ATTENDEE LIST

The only event series in Canada dedicated solely to digital customer experience

November 5-6, 2024

Sample Past Attendee List

COMPANY	JOB TITLE
Abbott Laboratories	Director, Customer Excellence & Trade Relations
Adidas	VP, Retail
Adobe	Head of Customer Success, Digital Engagement
Air Canada	Director, Global Customer Service
AlayaCare	Senior Director, Customer Experience
Allianz Life	SVP & Chief Digital Officer
Altima Telecom	Chief Customer & Innovation Officer
Amazon	Postal & Logistics Practice Lead, Amazon Web Services
American Honda Motor Co., Inc	Supervisor, Voice of the Customer & Customer Experience
Amex Bank of Canada	Vice President, Consumer Experience & Management
Aritzia	Director, Concierge
Aviso Wealth	VP, Digital Strategy & Experience
Aviva Canada	Vice President, Products & Customer Experience
Axiom Space	Director, Customer Experience
B2B Bank	Vice President, Client Services
Bank of Montreal	Vice President, Customer Experience
Bank of Montreal	Director, Customer Onboarding & Digital Adoption
Barclays	Senior Vice President
BBVA	Director, Relationship Models
BDO USA	Senior Manager, Digital Advisory Services
Bell	Senior Manager, Digital Strategy

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COMPANY	JOB TITLE
Biogen Canada	Canada Head, Customer Experience & Operations
BNP Paribas Investment Partners	VP, Cyber Security
Bond Brand Loyalty	VP, Client Solutions
British Columbia Automobile Association	Senior VP & Chief Customer Experience Officer
British Columbia Lottery Corporation	VP, Customer Strategy & Corporate Relations
Canadian Broadcasting Corporation (CBC)	Director, Customer Experience
Canada Goose, Inc.	Director, Customer Strategy
Canada Goose, Inc.	Product Owner, Checkout
Canada Post	SVP, Delivery, Retail & Customer Experience
Canadian Red Cross	Senior Director, Digital & Direct Marketing
Canadian Red Cross	Associate Director, Retention & Customer Experience
Canadian Tire Corporation	Senior Vice President, Dealer Relations
Canadian Western Bank	AVP, Client Experience
Chartwell Retirement Residences	Senior Director, Digital Experience
CI Financial	SVP, Client Experience
CIBC	Director, User Experience
CIBC	Director, Commerce Solutions
Cineplex	Director, Guest Experience
Citi	Vice President, Journey Marketing
City of Calgary	Customer Experience Leader
City of Toronto	Manager, Strategy, Insights & Planning, Customer Experience Division

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Clearly	VP, Customer Experience & Operations
Co-operators Life Insurance	VP, Client Services
Coca-Cola Canada Bottling Limited	VP, Commercial Growth, Strategy & Execution
Coloplast	Digital Marketing Specialist
Cox Automotive	Search Engine Optimization Analyst
Day & Ross	National Manager, Customer Solutions
DB Schenker	Logistics Supervisor
Digital Dubai	Director, Customer Experience Design Department
DocuSign	Major Accounts Director
Dynacare	Director, Consumer Business, Digital Health & Innovation
Eastlink	Senior Director, Customer Care
Elections Canada	Associate Director, CX
Empire Communities	Vice President, Corporate CX & Customer Care
Employment and Social Development Canada	Chief Client Experience Officer & Assistant Deputy Minister, Citizen Services
Equifax	Chief Marketing Officer
Equitable Bank	Head of Customer Experience
Equitable Life of Canada	Director, Group Operations & Digital Experience
Ethoca (a Mastercard Company)	Director, Customer Success
Farm Credit Canada	Director, National Operations & Customer Experience
Fidelity Investments	SVP & Head of Product for Customer Journeys
Fifth Third Bank	Vice President, CX Program Manager

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COMPANY	JOB TITLE
First Ontario Credit Union	Vice President, Member Experience & Marketing
First West Credit Union	Director, Marketing Performance & Platforms
Flexiti Financial	Head of CX & AVP, Product Management
Ford Motor Company	Manager, Digital Customer Care
Foresters Financial	AVP, Customer Service Excellence
Fraser Valley Regional Library	Director, Customer Experience
Freedom Mobile	Director, Head of Digital Customer Experience
Fresh (a LVMH Company)	VP, Global Creative Director
FreshBooks	Director, Customer Experience
Freshly	VP, Customer Experience
G&F Financial Group	Chief Experience & Innovation Officer
Global Furniture Group	Director, Data & Analytics
GO Transit	Director, Customer Care
Google	Account Strategist, Google Ads
Government of Canada	Senior Executive Director
Government of Canada	Director, Strategic Services Branch
Government of Saskatchewan	Chief Transformation Officer, Ministry of Social Services
Great-West Lifeco	Vice President, Brand, Innovation, Marketing & Measurement
Greater Toronto Airports Authority	Project Director, Digitalization
Green Shield Canada	Vice President, Client Experience & Enterprise Growth
HarperCollins	Vice President, Digital Marketing & Analytics

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HSBC Bank Canada	Head of Customer Experience & Relations
Hudson's Bay Company	Director, Experience
Hudson's Bay Company	Director, Martech Systems & Machine Learning
Hunter Douglas	Vice President, Customer Experience
Indigo Canada	Director, Customer Intelligence
Innovation, Science & Economic Development Canada	Director, Service Excellence
Intact Financial Corporation	Digital Project Manager
Interac	Director, Business Development
John Hancock	Director, Customer Experience Strategy
Kuehne & Nagel	Vice President, SME Channel Sales, Americas
Lamour Group	Chief Digital Officer
Legal Aid Ontario	Director, Central Operations & Client Experience
Lendlease	Vice President, Customer Strategy & Experience
Lenovo	VP, Global eCommerce
LifeLabs	VP, Community & Customer Engagement
Liquor Control Board of Ontario (LCBO)	Marketing Director, Customer Insights & CRM
LoyaltyOne	Chief Customer Officer
Lululemon Athletica	Digital Product Lead
M.A.C Cosmetics Canada	Director, Regional Retail Operations, Canada
Mackenzie Investments	Vice President, Client Solutions
Manulife	Vice President, Customer Experience

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COMPANY	JOB TITLE
Manulife	Director, CX Strategy
Maple Leaf Sports & Entertainment	Account Manager, Premium Membership Toronto Raptors & Toronto Maple Leafs
March of Dimes Canada	Senior Director, Philanthropy & Partnerships
Mastermind LP	Head of eCommerce
Maven Clinic	VP, Customer Support
Mercedes-Benz Canada	National Manager, Digital Experience & Analytics
Meridian Credit Union	Vice President, Retail Member Experience
Metrie	Director, Digital Marketing
Millicom	Director, CX Transformation
Morgan Stanley	Director
Mountain Equipment Co-op	Director, Marketing
Napoleon Grills	Vice President
Nestlé	Operations Manager, Consumer Experience & Engagement Services
Northbridge Financial Corporation	Senior VP, Customer Innovation & Experience
Northeastern University	Assistant Director, Academic Operations, Toronto
Northland Properties	Director, Digital Marketing & Analytics
Nova Scotia Liquor Corporation	Vice President, Customer Experience
NTT Limited	Vice President, Customer Experience & Contact Centre
Ontario Digital Service	Head of Product
Ontario Lottery & Gaming Corporation	VP, iCasino & iLottery
Ontario Lottery & Gaming Corporation	Director, Enterprise Customer Strategy & Experience

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Ontario Ministry of Labour	Director, Customer Experience Office
Ontario Science Centre	Director, Visitor Services & Customer Experience
Ontario Teachers Insurance Plan (OTIP)	EVP, Member Experience
Paysafe	Senior Marketing Services Coordinator
People Corporation	VP, CX Strategy & Enablement
Pharmascience	Director, Marketing & Customer Experience
PIMCO	Vice President, Marketing
PricewaterhouseCoopers (PwC)	Head of Products & Experiences
Providence Health Care	CFO & VP, Corporate Development
Prudential	Director, Experience Design, Strategic Initiatives
Purolator	Senior Vice President & Chief Technology Officer
Purolator	Senior Director, Digital Channels & Corporate Technology
Purpose Financial	Chief Customer Experience Officer
Rakuten	Senior Director, Business Development
Reckitt Benckiser	VP, Sales
Ren's Pets	VP, eCommerce & Marketing
Restaurant Brands International	Director, Financial Services Customer Operations & Support
Ritual.co	Head of Marketing
Roche	Vice President, Customer Strategy & Value
Rogers Bank	VP, Customer Operations & COO
Rogers Communications	VP, Digital, Frontline, Customer Experience & Channels Innovation

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Royal Bank of Canada	Director, CX
Royal Bank of Canada	Research Director
S&S Activewear	Director, Customer Service
Sanofi	Head of Marketing
Sanofi	Lead, Omnichannel & Digital Strategy
SaskTel	Chief Strategy Officer
Schneider Electric	VP, Power Systems, Sales & Operations
Schneider Electric	Senior Director, Customer Experience
Scotiabank	Senior VP, Global Customer Experience
Second Cup	Vice President, Operations
SickKids Foundation	Director, Direct & Digital Marketing
Sleep Country Canada	Director, Customer Experience Strategy
Sportsnet	Product Manager, eCommerce
Staples Canada	VP, Print
Sun Life Financial	VP, Client Experience & Digital
Sunwing Energy	Chief Information Officer
Supply Ontario	Chief Digital Officer
SWIFT	Chief Customer Experience Officer
TD Bank Group	Senior Manager, Customer Experience Journey Advisor
TELUS	Director, Global Customer Marketing & Communications
Tim Hortons	Director, Product Management

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Toronto International Film Festival	Senior Manager, Loyalty & Engagement
Toronto Public Library	Manager, Digital Products & Digital Experiences
Toronto Transit Commission	Manager, Strategy & Customer Experience
Transamerica	Senior CX Consultant
TransUnion	VP, Sales Operations
Vancouver Airport Authority	Director, Customer Care
Verizon	Associate Director
VIA Rail Canada	Director, Marketing Planning & Communications
Videotron	Digital Director
Virgin Pulse	Vice President
Walmart, Inc.	Director, Customer Experience Insights
Walt Disney Company	Executive Director, Technology Strategy
Wawanesa Insurance	Senior VoC Specialist
Wellington-Altus Private Wealth	VP, Digital Marketing
Wells Fargo	VP, Digital Client Experience, Wealth & Investment Management
Western University	VP, Demand Marketing
Wunderman Thompson	Chief Experience Officer
YMCA Canada	General Manager, Digital Placemaking, Wellness & Learning
York University	Associate Director, Organizational Learning, Schulich School of Business
Your Neighbourhood Credit Union	Director, Digital Operations
Zafin	SVP, Enterprise Transformation & Marketing

Secure Your Spot Now

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We have a limited number of speaking opportunities and they sell out quickly! Connect with our CX community of **intent-based buyers** ready to invest in your solution.

Book a call to learn how this opportunity can help you generate new leads and increase your pipeline!



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Upcoming Events in this Market Segment



Spring 2024



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Fall 2024