

Dan Gingiss

International keynote speaker and business coach who believes that a remarkable customer experience is your best competitive advantage.



Speaker Bio

Dan Gingiss is a dynamic and engaging keynote speaker and customer experience expert who has captivated hundreds of audiences around the globe.

Believing that a remarkable customer experience is your best competitive advantage, Dan shares insights from his 20-year professional career that included leadership positions at McDonald's, Discover, and Humana. His speaking engagements are enriched by real-world examples and effective strategies that inspire immediate action.

Dan is the author of *The Experience Maker: How To*

Create Remarkable Experiences That Your Customers Can't Wait To Share and *Winning at Social Customer Care: How Top Brands Create Engaging Experiences on Social Media*. Dan also co-hosted the award-winning *Experience This!* podcast.

He earned a B.A. in psychology and communications from the University of Pennsylvania and an M.B.A. in marketing from the Kellogg School of Management at Northwestern University. Dan is also a licensed bartender, and a pinball wizard, and he once delivered a pizza to Michael Jordan.

"Dan gave a fantastic talk – insightful, challenging, thought provoking and inspirational. His direct and actionable advice provided measurable benefit to our audience. "

- Senior Vice President – Events, Technology Services Industry Association