**Invited Speakers for CANTO 2nd Annual Marketing Forum**

**February 26, 2015**

|  |  |  |
| --- | --- | --- |
| **U.S. & Caribbean Operators (CALA Highlighted)** | **Name** | **Title** |
| Alaska Communications (ACS) | Beth Barnes | Manager of Market Research and Analytics |
| Nicholas Wagner | Marketing Analytics Specialist / Senior |
| Appalachian Wireless | Darlene Howell | Cust Relations Director |
| Amy Iricks |  |
| AT&T (U.S.) | Erik Larson | Lead Social Media Sr. Strategy Manager |
| Bahamas Telecommunications Corporation (BTC) | Leon Williams | CEO |
| Pat Walters | SVP Customer Care |
| Janet Brown | SVP Marketing |
| Belize Telemedia Limited (BTL) | Anwar Barrow | CEO |
| Dr. Dionne Miranda | Former Chief Customer Service Officer |
| Jenine Burns | Customer Care |
| Mary Meighan | Director Sales |
| Rafael Marin | VP |
| Marlon Johnson | Chief Marketing Officer |
| Cable & Wireless/LIME (Caribbean) | Garfield Sinclair | CEO Jamaica |
| ? | Training |
| Cablecom (Latin America) | Ignacio Muraira | CIO |
| Columbus Networks (Caribbean) | Sean Latty | Head of Operations |
| Soyika Small | VP, Service Delivery and Support |
| Comcast (U.S.) | Mark Allen | VP Customer Experience |
| Heather Lyon | Senior Director Retention and Sales, B2B |
| Lisa Brodeth-Carrick | Comcast University |
| Page Valgora | Director Indirect Retail Channel |
| Cox Communications (U.S.) | Erik Falthzik | Sr Director of Technology |
| Robert Pettiford |  |
| Crosstel Wireless | Chris Ruhl |  |
| Digicel (Jamaica) | Patrick King | Customer Solutions Director |
| ETECSA (Cuba) | TBD |  |
| Frontier Communications (U.S.) | Sandeep Shashikant | Mgr, Product Mktg |
| Maryana Svyatskiy |  |
| Anne Tetamore | Mktg Mgr - New York |
| Corine Wong |  |
| MediaCom (U.S.) | Andrew Chernick | VP of Customer Retention |
| Conor Watson | Manager, Customer Retention |
| Metro PCS | Michele Davis |  |
| Nuevatel PCS De Bolivia | Mario Murillo | VP Customer Operations |
| Luis Miranda | Customer Experience Manager |
| Orange (France) | Cyrielle Moulin | Director Mobile and CRM |
| Melanie Vecchio |  |
| Philippe Anders | VP, Customer Experience |
| Rogers Communications (Canada) | Melissa Marsh | Senior Director, Go-To-Market |
| Vincent Wong | Director of Loyalty Marketing and Strategic Development |
| Sage Telecom | Mike Nobles | Director Customer Operations |
| Saudi Telecom Company (Saudi Arabia) | Mutlaq Mohammed Alghamdi | Service Assurance Director |
| Ibrahim Alsuwail | Direct Channels GM |
| SETAR (Aruba) | Roland Croes | CEO |
| Marlushka | Manager Customer Service |
| Shahaira N. Labad | Marketing Manager |
| Ronica Lopez | Marketing Director |
| Speednet Communications Limited (Belize) | Narda Garcia | Chief Operations Officer |
| Marie Gomez | Customer Service Manager |
| Cornelio Acosta |  |
| Lisa Gonzalez | Sr Manager Sales |
| Telesur | Jennis Asraf | Manager Account Management Corporate Services |
| Peter Kolenberg | Manager |
| Grace Yard-Hensen | Manager Customer Care |
| Telmex (Latin America) | Hector Lopez’s wife | Human Resources |
| Time Warner Cable (U.S.) | Tanya Zyabkina | Director or Marketing Analytics |
| T-Mobile USA | Krissy Espindola | Former Director Knowledge Management & Social Customer Support |
| Sai Dasari |  |
| Frost Keaton |  |
| Melissa French | Director of Marketing Systems and CRM |
| TSTT (Telecommunication Services of Trinidad & Tobago) | Keisha Grant | CEM, Retention, Process Optimization |
| U.S. Cellular Corporation (U.S.) | Kimberly Sebastian | Director Multi-Channel Performance Support & Process Improvement |
| Mark Schlosser | Former Director of Training |
| Verizon Wireless (U.S.) | Frank Edgington | Senior Consultant |
| Vance Heffern | Mgr, Natl CS Operations Call In Rate Analytics |
| Lien Nguyen | Consultant |
| Dan Goodfellow | Consultant |
| Mariano Legaz | President – Florida Region |
| Viaero Wireless (U.S.) | Paul Sherman (formerly with Comcast) | President Sales & Marketing |
| Doug Crandall | Director Marketing |
| Ken Sabey | Director Social Media |
| Wells Fargo (U.S.) | John | VP Organizational Development (former VP Training & Development) |
| Windstream Communications (U.S.) | Gary Bledsoe | VP Residential Customer Care and Support |

**Invited Sponsors/Exhibitors for CANTO 2nd Annual Marketing Forum**

|  |  |  |
| --- | --- | --- |
| **Vendors** | **Name** | **Title** |
| Alcatel-Lucent | Hector Lopez |  |
| Amdocs Customer Management | Nibha Aggarwal | Senior Director |
| Carrier Insight | Keith Tarter | CEO |
| Crosstel | R. David Wright |  |
| Chris Ruhl |  |
| Crowd Care | Ian Collins | CEO |
| cVidya Networks UK Ltd | Assaf Amrani |  |
| Dana Arditi |  |
| John Gillespie | EVP of Global Sales and Business Development |
| Amit Daniel |  |
| Miri Duenias |  |
| CX Team | Jesus Casas | Partner |
| Equifax | Mike Gandolfo | VP Marketing Leader for Communications |
| Robin Moriarty, Ph.D. | VP, Marketing Leader for Communications |
| Ericsson North America | Jeff Stacey | VP of CEM and Analytics |
| Surya S. | Customer Solutions Sales Manager, RNAM EP EB Solution Commercialization |
| Bipin Trehan | Consulting Managing Director |
| Jia Your | Solutions Manager, RNAM EP OSS BSS CEM/Big Data & Analytics |
| Front Porch | David Green |  |
| Ned Sudduth |  |
| HGS Hinduja Global Solutions | Keith Brickell | Business Development Manager Technical Services |
| Intersec Technologies | Pierre Cabanettes |  |
| Frederic Gonzales |  |
| Steve Marino |  |
| Melissa Serje | Sales and Mktg Assoc |
| Invodo | Keith Blankenship |  |
| Gard Mayer |  |
| J.D. Power | Adrian Chung | Account Director |
| Kandice Clancey | Director |
| Lead by Experience | Michelle Batt |  |
| Loyalty One | Caroline Papadotos |  |
| Maritz Motivation Solutions | Tiffany Benner | Industry Solutions Consultant |
| nexVortex, Inc. | Deb Matthews | Director, Customer Experience |
| Nokia Networks | Timothy Samler | Head of Customer Experience Management, North America |
| Nominum | Dan Geiger | ? |
| Alex Hardie |  |
| Matthew Madden |  |
| Taylor Tresselt |  |
| Sciera | Rory Robichaux | SVP Sales and Marketing |
| Sentis | Eric Michrowski | COO & Head, Americas and Europe |
| SpatialBuzz | Leon Hardwick | Director, Global Sales & Marketing |
| SPI Global | Lee Gills | VP Business Development, SPI CRM |
| Sykes Enterprises Inc | Edyta Crissey | Relationship Development Manager |
| Jesper Sjogren | Director Major Markets Marketing |
| Transcom Worldwide | Terilyn Hernandez | VP Performance Delivery |
| Michael Moxley | Director, Client Services |
| Colin Pritchard | Director, Client Services |
| Neil Rae | General Manager |
| Clive Woodrow | Sr. VP Client Experience |
| WDS, A Xerox Company | Tim Deluca-Smith | Global Head of Marketing |
| Yorktel | Steve Peckman |  |