

# I help companies grow...by improving customers' lives.

--Jeanne Bliss



## Testimonials

“Jeanne Bliss is a gift to Chief Customer Officers. She brings a practical understanding to the aspiration of leading an organization toward customer-centricity.”

- Joe Taylor, Chief Customer Officer, Vice President Global Market Research  
Eli Lilly and Company, Indianapolis, Indiana

“If you are looking to light up a couple thousand people with the value of doing what is right for your customers, look no further. Jeanne Bliss has that most rare talent – she is an operationally driven visionary. She’s a bottle-rocket wrapped inside a book of customer wisdom.”

- Mike Mansbach, CEO at Punch Tab

“If Jeanne Bliss hadn’t written her first book, I wouldn’t be in the role I have today. Now, ten years later she continues to provide leading guidance for Chief Customer Officers.”

-Jeb Dasteel, Senior Vice President & Chief Customer Officer, Oracle, Redwood City California

“Working with Jeanne, we went from concept to a robust process and actions in less than six months.”

- Steve Menneto, Vice President of Motorcycles, Polaris Industries

“Jeanne Bliss’ five competencies aligned our leadership team, and gave us a roadmap for improving our customer experiences.”

- Pat Meyer, President & CEO, Pella Windows Corporation, Pella Iowa

“Since we have begun our customer experience transformation, our leadership team quotes Jeanne Bliss regularly. She has united us and clarified our work with her elegant, understandable and transformational five competencies.”

- Napoleon L. Nazareno, President & CEO, Philippine Long Distance Telephone Company

“As we began our focus on customer experience, Jeanne Bliss served as our navigator and coach. Her take and real-life examples provided us with a highly meaningful and actionable path.”

- Chris Dawson, Vice President & General Manager, Global Sales and Customer Experience Division,  
BRP- Bombardier Recreational Products – Montreal, Canada

“Jeanne Bliss focused our leadership team on embedding her five competencies into how we do business. She united us in redirecting how we develop and grow our business and customer relationships.”

- Doug Holte, President, The Irvine Company Office Properties, Irvine California

“Jeanne's coaching gave me a clear path for success in this role. Within a month of our engagement, I had a clear roadmap for my role and leadership team colleagues working with me to build out her 5-competencies”

- Michele English, Chief Customer Officer, Columbus Communications

“Jeanne’s five competencies gave us a clear and concise path for improving client experiences and uniting our leadership team.”

- Dan Schrider, CEO, Sandy Spring Bank

“No one knows more about the Customer Experience Leadership Role than Jeanne Bliss.”

-- Scott Dille, Senior Vice President, Director of Client and Employee Experience, Northern Trust

“To help our customers navigate an increasingly complex and competitive environment we needed to elevate the experience we deliver to them. Jeanne Bliss brought the expertise we needed. She helped us build a practical road map to improve customer experiences in alignment with our values and strategy.”

- Tori Blommer-O’Malley, Chief Customer Officer, Blommer Chocolate

“With Jeanne’s coaching, and our readiness to advance the Alteryx customer experience, I was excited to see our people focused and delivering results for our customers. Jeanne accelerated our ability to see and act on what customers value, leading us to achieve measurable results.”

- Olivia Duane Adams, Chief Customer Officer, Alteryx

“From the moment Jeanne begins to speak, you feel a rush of energy and the passion of thirty years of intense customer focus packed into her five-foot frame.”

- Bob Johnson, Vice President, Health & Wellness Century Furniture Corporation