

Some of Jeanne Bliss' COACHING Clients from Around the World

"Jeanne Bliss' five leadership 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 and 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

Contact Jeanne at Jeanne@customerbliss.com or 425-444-7654.

Airlines

Air Transat

Arts & Entertainment

Activision

Ubisoft Gaming

Automotive and Vehicles

Bombardier Aerospace

BRP Recreational Vehicles

Polaris Motorcycles

Banking & Finance

Bank of Montreal

Discover Financial Services

Liberty Mutual Insurance

Northern Trust

Physician's Mutual

Premiera Insurance

Safeco Insurance

Sandy Spring Bank

TD Ameritrade

Travelers Insurance

Business-to-Business & Manufacturing

Blommer Chocolate Company

Cardinal Health

Business-to-Business & Manufacturing (Continued)

Century Furniture

Irvine Company

Janssen Pharmaceutical

MSA – the Safety Company

NCR Corporation

Vistakon – Johnson & Johnson

Education

Carolina Biological

The Teaching Company

Laureate Online

Food & Drink

Sodexo

Government & Community

BC Hydro

Exelon

Healthcare

Ardent Healthcare

DeanCare Health Systems

Healthcare

(Continued)

Glaxo Smith Kline

Humana Healthcare

Kaiser Permanente

St. Jude Children's

Research Hospital

United Healthcare

VHA

News & Media

Yahoo!

Services

AAA

Liquidnet

Edmunds.com

Rackspace

Retail

Best Buy

Bluefly.com

Bluestem Brands

Brooks Brothers

Pella Windows

Poppin

Retail

(Continued)

Sam's Club

Walmart.com

Zappos

Technology

Adobe

Alteryx Software

Avnet

Citrix

Esri

Genesys Software

Sage Software

Symantec

Thunderhead Software

Telecommunications

Columbus Communications

Cox Communications

Smart Communications

Travel

Avis Car Rental

Bluegreen Vacations

Some of Jeanne's KEYNOTE Clients Around the World

Airlines

Air Transat
Copa Airlines
Southwest Airlines

Arts and Entertainment

Activision
Living Social
The Smithsonian Institute
Ubisoft Gaming

Associations & Memberships

AARP
AHIP – American's Health Insurance Plans
AMA – American Marketing Association
AVDA - American Veterinary Distributors Association
ALTA - American Land Title Association
CUNA – Credit Union National Association
CXPA – Customer Experience Professionals Association
DMA – Direct Marketing Association
CMO Council – Chief Marketing Officer Council
WOMMA – Word of Mouth Marketing Association

Automotive and Vehicles

AAA
Auto Desk
Edmunds.com

Banking and Finance

AAA Insurance
AIG
Ameriprise Financial
Coop Financial
Country Meadows
Edward Jones
GE Capital Solutions
H&R Block
Liberty Mutual
MetLife
Norwich Union
Physician's Mutual
Prudential Insurance
Safeco Insurance
Sun Life
TD Ameritrade
Wells Fargo

Business-to-Business

Allstream Canada
Bombardier Aerospace
Century Furniture
Emdeon
The Irvine Company
Industrial Supply Association
JD Powers
Loreal
Maritz CX
Mitchell Workflow
Monsanto
MSA – The Safety Company
National Rural Electric Cooperative Association
Pridestaff
Vistakon, Johnson & Johnson
Western Candy Conference

Education

Arizona State University
Laureate Online

Food and Drink

Krispy Kreme
Sodexo
Tim Horton's
Wakefern Food Corp.

Government & community

Canada Post
BC Hydro

Healthcare

Attain Fertility
Blue Cross Blue Shield
Gulfside Regional Hospice
Kaiser Permanente
St. Jude Children's Research Hospital
Vein Clinics

News and Media

Boussias Communications-Greece
The Conference Board
Information Today
Marketing Profs
Motley Fool
Source Media
Thomson Reuters
Wolter Kluwer Company
Yahoo!

Services

The Maids Home Services
Kindermusik

Retail

Bath Fitters
Bluestem Brands
Brooks Brothers
Costco Wholesale
Hearts on Fire Jewelers
Kindermusik
Krispy Kreme
Pella Windows
Picture People
Shop.org
Schottenstein Stores Corp.
Staples
Zappos

Sports & Recreation

Bombardier Recreational Products

Software / Technology

Adobe
Alteryx
Avaya
CDC Software
Clarabridge
Cisco
Citrix Systems
Esker
Gainsight
Informatica
Intuit
Kana
Knowlagent
Microsoft
Nuance
Oracle
Parature
Per Se Technologies
Sage Software
Scansource
Symantec
Totango
Vovici

Travel

Expedia
Blue Green Vacations
Virtuoso

Utilities

Bell Canada
Flow Jamaica
Pacific Gas & Electric
Smart Communications
Southern California Edison
Telus
Time Warner Cable

Conferences (just a few)

Australia Customer Service Institute
Best Practice Conference
Center for Services
Leadership Symposium
The Conference Board
Colloquy
Delight Conference
Forrester Customer Experience
Institute for International Research
International Customer Service Association
Loyalty 360
Loyalty World
NextGen CX
Net Promoter
Retail CX
Services Leadership Institute
SpeechTek