



**Craig Newmark** is a customer service rep and founder of Craigslist.

He's a senior Web-oriented software engineer, with around thirty years of experience (including 17 years at IBM), and has learned a lot about online community and customer service as "customer service rep and founder" for Craigslist.org for twelve years. He's compiled extensive experience evangelizing the 'net, leading and building, including efforts at Bank of America and Charles Schwab.

Newmark is one of those guys you hear about who grew up wearing a plastic pocket protector, thick black glasses, (taped together), and who expresses his inner nerd via obsessive commitment to customer service to the Craigslist community.

In 1995, he started Craigslist which serves as a centralized network of online urban communities, featuring free classified advertisements (with jobs, housing, personals, for sale/barter/wanted, services, community, gigs and resumes categories) and forums sorted by various topics. Craigslist focuses on helping people with basic needs, starting with housing and jobs, with a pervasive culture of trust. Newmark brings with him all the glamour of George Costanza.

## Craig Newmark

### Speech Topics

- ☐ e-Commerce
- ☐ Customer Service
- ☐ Customer Relations Mgmt
- ☐ Creativity