



Brad Cleveland is known globally as a thought leader in customer relationships, customer services, and the fast-evolving communications economy. A highly sought consultant, speaker, and author, he has worked in 45 states and over 60 countries, and his clients have included many of today's service leaders—Apple, HP, American Express, USAA, Coca Cola, and others. He's also advised governments in the United States, Australia, Germany, Canada, and the United Kingdom.

Brad is author and/or editor of eight books, and is recipient of an Amazon.com best selling award. His books and articles have been translated into over a dozen languages. He has appeared in The Wall Street Journal, Fast Company, Inc. Magazine, Forbes, U.S. News and World Report, CNN Money, Kiplingers, the Los Angeles Times, Washington Post, Financial Times, and the New York Times, as well as on major television networks (PBS, CNBC, Fox, MSNBC, and others), NPR's All Things Considered, and the in-flight programs of several airlines. He has received numerous industry awards in the customer service field, and was nominated for the prestigious Computerworld Smithsonian 21st Century Pioneering Award. In May of 2012, Brad was recipient of ICMI's Inaugural Lifetime Achievement Award.

One of the initial partners in and former President and CEO of the International Customer Management Institute (ICMI), Brad grew the firm into a global industry leader that is now part of United Business Media (London: UBM.L). Along with his work as a speaker and writer, Brad serves as Senior Advisor to ICMI; alongside ICMI's global team, he can bring an unparalleled depth of resources and support to virtually any project.

Brad lives in Sun Valley, ID (located in the central Rockies) with his wife of 23...

Brad Cleveland

Speech Topics

- Technology
- Peak Performance
- Organizational Skills
- Communications
- Business Trends



Testimonials

“In these days of social media, we can't afford to just live in the present. We need a future, and we need a vision for the future. Brad will take tried and true proven processes, and work with you to synergistically design new processes and new techniques that will deliver transparent ROI to help you build and ensure your future.”

- Operations Manager, Intuit.

“You'll be happy to know that this was one of the top rated events for this conference in its history.”

- Purdue University.