



Blake Morgan was called The Queen of Customer Experience by Meta. She's the author of two books on customer experience, and most recently her bestselling "The Customer Of The Future" (HarperCollins) was identified by Business Insider as one of the top 20 books executives are reading to deal with COVID-19. She was called a top 40 global female keynote speaker by Real Leaders Magazine. She's the host of The Modern Customer Podcast, is happily married, and has two amazing kids.

Testimonials

“Blake is a passionate and well versed speaker on the topic of Customer Experience. She did a great job at the ePayResources Executive Payments Summit in 2017 painting a picture of the importance of a winning customer experience leveraging examples that resonated with our attendees.”

- Vice President, Payment Innovation, The Clearing House, and ePayResources Executive Payment Summit Conference Chair.

“Blake has a unique ability to take a complex topic such as how technology is re-shaping the customer experience and break it down for audiences to easily understand and implement. There is a lot of terminology being thrown around today in relation to customer service: digital transformation, machine learning, automation, artificial intelligence, and IoT. Blake makes sense of it all while taking the audience on a journey of what it takes to build the right customer experience for your business! She did a fantastic job presenting at InsurCon2018.”

- CEO, Independent Insurance Agents of Wisconsin.

Blake Morgan

Speech Topics

- Virtual Keynotes
- Futurist
- Customer Service
- Customer Experience

