

**THE 14TH CUSTOMER FEST SHOW : 3RD TO 5TH MARCH, 2021  
ATTENDEE LIST**

<b>NAME</b>	<b>DESIGNATION</b>	<b>COMPANY</b>
Rinal Shah	Investment Professional	<b>Aamara Capital Private Limited</b>
Sanket Pednekar	National SFE Manager	<b>Abbott Healhcare Pvt. Ltd</b>
Shubham Badole	Marketing Manager	<b>Abbott Healhcare Pvt. Ltd</b>
Nivedita Parulekar	Manager, Marketing Excellence	<b>Abbott Healhcare Pvt. Ltd</b>
Pranav Borat	Group product manager	<b>Abbott Healhcare Pvt. Ltd</b>
Zeenat Saba Khan	Senior Manager, Commercial Communications & Digital	<b>Abbott Healhcare Pvt. Ltd</b>
Anuradha Singh	Head CRM & Facilities	<b>Acme Housing India Pvt Ltd</b>
Sakshi Baderia	Account Executive	<b>Adfactors PR</b>
Anna Tisi	CX Trainer	<b>AdHocRetail</b>
Sidharth Damani	EVP & Head Business Enablement	<b>Aditya Birla Capital Ltd.</b>
Manish Thacker	Head Business Development	<b>Aditya Birla Sun Life Mutual Fund</b>
Saket Anand	Head - Business Development (MFD Channel)	<b>Aditya Birla Sun Life Mutual Fund</b>
Rahul D'Sa	Senior Manager Business Development Loyalty	<b>Aditya Birla Sun Life Mutual Fund</b>

Rahul Karunakar	Deputy Manager (Channel marketing and Business Development)	<b>Aditya Birla Capital Ltd.</b>
Gaurav Saxena	Executive Vice President & Head - Strategy, Distribution & Business Development	<b>Aditya Birla Sun Life Insurance</b>
Anshul Dev	MFD Channel Manager B30	<b>Aditya Birla Sun Life Mutual Fund</b>
Darshana Shah	Sr. Vice President Marketing & Digital	<b>Aditya Birla Health Insurance Co. Ltd</b>
Neelam Kapoor	VP & Head Marketing	<b>AGC Networks Ltd.</b>
Sanjay Pokhariyal	Director – Loyalty Business	<b>Akkado</b>
Poojaa Sharma	DGM – Loyalty Marketing	<b>Akkado</b>
Anmol Dauneria	Executive – Loyalty	<b>Akkado</b>
Amit Pawar	Supply Chain Officer	<b>Alkem Laboratories Ltd.</b>
Dhanamjay Tanikonda	Sr. Regional Manager	<b>Amara Raja Batteries</b>
Rajiv Kumar	Chief Commercial Officer	<b>Ambuja Cements Limited</b>
Gaurav Karakoti	Head - Business Planning	<b>Ambuja Cements Limited</b>
Hemant Shah	Planning & MIS - Technical Services	<b>Ambuja Cements Limited</b>
Gajendra Godle	Technical Services	<b>Ambuja Cements Limited</b>
Umesh Soni	Director - Technical Services	<b>Ambuja Cements Limited</b>
Arjun Chatterjee	Service Delivery Leader, Technology Talent Acquisition	<b>American Express Banking Corporation</b>

Reena Jivani	Head - Membership Rewards	<b>American Express Banking Corporation</b>
Neeraj Abrol	Sr. Analyst Marketing	<b>American Express Banking Corporation</b>
Richa Phogat	Sr. Analyst Marketing	<b>American Express Banking Corporation</b>
Purushottam Jha	Analyst Marketing	<b>American Express Banking Corporation</b>
Anupam Kumar	Divisional Head - Marketing	<b>Apollo Tyres Ltd.</b>
Abhishek Agarwal	Assistant Manager – Marketing	<b>Apollo Tyres Ltd.</b>
Sunil Pai	Head - Supply Chain	<b>Aptar Pharma Inc.</b>
Mihir Mehta	Deputy Manager – Corporate Marketing	<b>Asahi India Glass Limited.</b>
Joel Zorrilla	Marketing Consultant	<b>Asia PMO</b>
Hanh Tran	Operations Consultant	<b>Asia PMO</b>
Sumedh Shirgaonkar	AVP - Bancassurance and Digital Business	<b>AU Small Finance Bank</b>
Manas Ranjan Mohapatra	Manager - Retail Banking Operation Transformation	<b>Axis Bank Ltd.</b>
Amita Varnekar	AVP RA Ops	<b>Axis Bank Ltd.</b>
Naveen Shrivastav	AVP RA Ops	<b>Axis Bank Ltd.</b>
Shibi Varghese	DVP RA OPS	<b>Axis Bank Ltd.</b>
C Dayanand	VP RA OPS	<b>Axis Bank Ltd.</b>

Anil Uttekar	AVP RA Ops	<b>Axis Bank Ltd.</b>
Monica Dalvi	AVP RA Ops	<b>Axis Bank Ltd.</b>
Rakesh Kumar	AVP RA OPS	<b>Axis Bank Ltd.</b>
Nitesh Mittal	AVP RA OPS	<b>Axis Bank Ltd.</b>
Venkatesh Rao	VP Self Service Channel	<b>Axis Bank Ltd.</b>
Amarpreet Kaur	DVP BBOG	<b>Axis Bank Ltd.</b>
Hema Rajagopalan	AVP BBOG	<b>Axis Bank Ltd.</b>
Preeti Kumar	AVP BBOG	<b>Axis Bank Ltd.</b>
Sapna Shetty	DVP BBOG	<b>Axis Bank Ltd.</b>
Smita Saijin	AVP BBOG	<b>Axis Bank Ltd.</b>
Deepak Dalvi	Sr. Manager RTS	<b>Axis Bank Ltd.</b>
Madhura Sawant	DM PC & CC	<b>Axis Bank Ltd.</b>
Anu Vashisht	DVP RA OPS	<b>Axis Bank Ltd.</b>
Uddalak Chatterjee	Vice President and Head -Branch Operations	<b>Bajaj Allianz Life Insurance Company Limited</b>
Gaurav Sadana	VP Head – Central Retention and Customer Experience	<b>Bajaj Allianz Life Insurance Company Limited</b>
Ankur Rai	Manager	<b>Bajaj Allianz Life Insurance Company Limited</b>

Princy Solanki	Assistant Manager	<b>Bajaj Allianz Life Insurance Company Limited</b>
Vivek Gupta	Sr. VP Projects	<b>Bajaj Allianz Life Insurance Company Limited</b>
Claudius Crasto	Associate Vice President and Head - Innovations and Digital Assets	<b>Bajaj Allianz Life Insurance Company Limited</b>
Yogesh Yeole	Manager- Innovation	<b>Bajaj Allianz Life Insurance Company Limited</b>
Payal Chowdhury	Manager- Innovation	<b>Bajaj Allianz Life Insurance Company Limited</b>
Kumar Gaurav	Manager- Innovation	<b>Bajaj Allianz Life Insurance Company Limited</b>
Anish Patra	GYLP Associate	<b>Bajaj Allianz Life Insurance Company Limited</b>
Meghna Kane	GYLP Associate	<b>Bajaj Allianz Life Insurance Company Limited</b>
Gopi Myneni	Director - SAP Hybris DevOps and India Digital Technology Leader	<b>Baker Hughes</b>
Chada El Islam Benmahcene	Staff Technical Product Manager	<b>Baker Hughes</b>
Kunjai Tanna	Manager - Technical Product Management	<b>Baker Hughes</b>
Faisal Al-Baik	Sr Staff Technical Program Manager	<b>Baker Hughes</b>
Ashish Bavishi	VP - Messaging & VAS	<b>Bankai Group</b>
Sayantani Chanda	General Manager (Head) – CRM, Loyalty, Analytics & Customer Experience	<b>Bata India Limited</b>
Nitin Mago	AGM CRM - Loyalty program, Customer Lifecycle Management, Customer Experience & Analytics	<b>Bata India Limited</b>
Manasa Ramesh	Manager Motors – Marketing	<b>Bharat Bijlee Limited</b>

RaviRaj Dhiria	Head - Digital, Online & Social Media Marketing	<b>Blue Dart Express Limited</b>
Anand Dewan	CEO	<b>BYLD</b>
Gaurav Vaidya	Head - Strategy	<b>Canara HSBC Oriental Bank of Commerce Life Insurance Company Ltd</b>
Neeti Goyal	Vice President, Client Engagement and Communication	<b>Citibank India</b>
Rajib Sen	SVP and Head, Customer Experience	<b>Citibank India</b>
Kritika Singh	Marketing Specialist	<b>Cleartax</b>
Dipali Sikand	Founder	<b>Club Concierge</b>
Manu Bhaskar	Corporate Communications Manager	<b>CNH Industrial Capital India Pvt. Ltd.</b>
Debashish Mitra	CE Director – SA	<b>Corteva Agriscience</b>
Shweta Vaidya	Manager - Channel program	<b>Corteva Agriscience</b>
Abhishek Pillendla	General Manager – Channel programs	<b>Corteva Agriscience</b>
Sushil Kulkarni	Sales Effectiveness leader	<b>Corteva Agriscience</b>
Tamal Das	Head - Sales, BD & Marketing	<b>CriticalLog India Pvt. Ltd.</b>
Anindita Roychowdhury	AVP-Customer Experience	<b>DBS Bank India Ltd.</b>
Alvin Gladstone	Assistant Vice President - Digital Banking Service	<b>DBS Bank India Ltd.</b>
Gurpreet Singh	Service Management Consultant	<b>DBS Bank India Ltd.</b>

Sivasudhakar Marneedi	Sr. Manager - WFM, Analytics and Financials	<b>DBS Bank India Ltd.</b>
Venkata Prasanna	Specialist Demand Management	<b>DBS Bank India Ltd.</b>
RajKumar Udaykumar	Head & Senior Vice President – Customer Center	<b>DBS Bank India Ltd.</b>
Aditya Mohan	Customer Journey Manager	<b>DBS Bank India Ltd.</b>
Ankita Arora	User Journey Specialist	<b>DBS Bank India Ltd.</b>
Kaunain Esmile	Vice President – Country Lead Customer Experience	<b>DBS Bank India Ltd.</b>
Sachin Daware	Country Manager – Dematic India	<b>Dematic India</b>
Leena Basrur	Managing Director	<b>Direxions Marketing Solutions Pvt Ltd</b>
Alice Mathan	Senior Vice President, New Business Development	<b>Direxions Marketing Solutions Pvt Ltd</b>
Natasha Dsouza	Account Supervisor	<b>Direxions Marketing Solutions Pvt Ltd</b>
Jelfread Jose	Sr. Account Executive	<b>Direxions Marketing Solutions Pvt Ltd</b>
Salome Pereira	Sr. Account Executive	<b>Direxions Marketing Solutions Pvt Ltd</b>
Sugato Banerjee	Corporate Head - Marketing, d2h	<b>Dish TV India Ltd</b>
Harmeet Kaur	Head - Customer Engagement, Marketing, d2h	<b>Dish TV India Ltd</b>
Sunil Gupta	Divisional Head - Customer Engagement, Marketing, d2h	<b>Dish TV India Ltd</b>
Mukesh Makhija	Manager - Customer Engagement, Marketing, d2h,	<b>Dish TV India Ltd</b>

Bharti Sharma	Lead - Marketing, d2h	<b>Dish TV India Ltd</b>
Aarti Singh	Divisional Head - Customer Engagement, Marketing, d2h	<b>Dish TV India Ltd</b>
Shourabh Verma	Divisional Manager - Brand Advertising, Marketing, d2h	<b>Dish TV India Ltd</b>
Itisha Joshi	Lead - Brand Marketing, d2h	<b>Dish TV India Ltd</b>
Amit Maheshwari	Vice President Operations	<b>Domino's - Jubilant FoodWorks Ltd.</b>
Neeraj Katoch	Vice President Alliances	<b>Domino's - Jubilant FoodWorks Ltd.</b>
Akash Srivastava	Head Business Development	<b>Domino's - Jubilant FoodWorks Ltd.</b>
Meenakshi Ganju	Chief – People Office	<b>Easy Day (Small Format) – A Future Group Co.</b>
Ravi Shankar	Director- Customer Success and Operations	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Anjum Rastogi	Director – Strategy	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Sapan Kadakia	Co-Founder & Director	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Swati Sharma	Manager Marketing	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Ananth Kishore	Regional Head - Sales	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Arun Bathla	Regional Head - Sales	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Sanjoy Sarkhel	Regional Head - Sales	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Ajith	City Manager - Sales	<b>Easyrewardz Software Services Pvt. Ltd.</b>



Deepak Chopra	Vice President	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Rashmi Chatterjee	Associate Vice President, Customer Success	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Varun Gupta	Principal Consultant	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Rajat Anand	Key Account Manager	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Mohit Sharma	Team Member	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Aman Ali	Assistant Manager	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Navneet Patel	Senior Executive - Campaign	<b>Easyrewardz Software Services Pvt. Ltd.</b>
Suchita Aravandekar	Client Experience Owner - PWA Client Experience Office	<b>Edelweiss Broking Limited</b>
Ninad Varadkar	AVP - Information Security	<b>Edelweiss Financial Services Ltd.</b>
Ashish Dhandar	Marketing Communication Manager	<b>Edelweiss General Insurance Company Ltd.</b>
Ketan Mankikar	Assistant Vice President Marketing	<b>Edelweiss General Insurance Company Ltd.</b>
Ankita Pandey	Digital Marketing Manager	<b>Edelweiss General Insurance Company Ltd.</b>
Krishna Kachhela	Executive Vice President - Advisory Services	<b>Edelweiss Financial Services Ltd.</b>
Vinath Hegde	Head - CRM	<b>Eureka Forbes Ltd.</b>
Abhijeet Alat	CRM Manager	<b>Eureka Forbes Ltd.</b>
Siddiah Naidu	AVP Customer Service	<b>Eureka Forbes Ltd.</b>

Rajdeep Charan	GM CRM & Customer Experience	<b>Eureka Forbes Ltd.</b>
Ana Arsenova	CX Agile Coordinator	<b>European Customer Consultancy</b>
Himanshu Kumar Mishra	Head Sales & Distribution	<b>Fino Payments Bank Ltd.</b>
Atul Trivedi	Head Sales & Distribution	<b>Fino Payments Bank Ltd.</b>
Biswajeet Sinha	Head Sales & Distribution	<b>Fino Payments Bank Ltd.</b>
Darpan Anand	Head Sales & Distribution	<b>Fino Payments Bank Ltd.</b>
Rajesh Kachhawa	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Vishal Gandotra	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Kumar Satyam	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Kalpiti Soni	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Neeraj Sinha	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Sachin Kumar	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Vishnu Pratap Singh	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Manish Dwivedi	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Sachin Joglekar	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Mohammad Inayathullah	Zonal Head	<b>Fino Payments Bank Ltd.</b>

S K Vali	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Ashok Kumar Pandey	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Arpit Khandelwal	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Umesh Kadam	Zonal Head	<b>Fino Payments Bank Ltd.</b>
Harish Shetty	AVP	<b>Fino Payments Bank Ltd.</b>
Ismail Sheriff	Vice President Corporate Communications	<b>Fino Payments Bank Ltd.</b>
Arvind Kumar	Dy. Vice President (Distribution Strategy)	<b>Fino Payments Bank Ltd.</b>
Namrata Suryavanshi	Director Marketing	<b>FirstHive</b>
Ruchika Varma	Chief Marketing Officer	<b>Future Generali India Insurance Company Ltd.</b>
Ashwin Muralidhar	Customer Analytics & Insights Lead	<b>GE Healthcare Pvt. Ltd.</b>
Hrishikesh Govindankutty	Head Business Excellence and Knowledge Management	<b>GMR Hyderabad International Airport Ltd</b>
Nischint Pathania	Chief Passenger Experience Officer	<b>GMR Hyderabad International Airport Ltd</b>
Raghunath Singh Bellari	Head - ASQ & Process Excellence, Business Excellence	<b>GMR Hyderabad International Airport Ltd</b>
Beulah Tummupudi	Passenger Relationship Manager	<b>GMR Hyderabad International Airport Ltd</b>
Ashutosh	Quality Manager	<b>GMR Hyderabad International Airport Ltd</b>
Ramya Gajlwar	Passenger Relationship Executive	<b>GMR Hyderabad International Airport Ltd</b>

Nikhilesh Kedari	General Manager-Marketing	<b>Godfrey Phillips India Limited</b>
Tanuj Kumar	GM & Lead - Digital	<b>Godrej Agrovvet Ltd.</b>
Ankit Soni	Marketing - Manager	<b>Godrej Consumer Products Ltd.</b>
Tiana Quinny	Manager	<b>Grasim Industries Ltd.</b>
Prasad Bhogale	Asst Manager Customer Centricity	<b>Grasim Industries Ltd.</b>
Rika Fatrin	Joint manager (Mission Happiness)	<b>Grasim Industries Ltd.</b>
Supriya Kajjidoni	Trade Marketing Manager	<b>Gulf Oil Lubricants India Ltd.</b>
Nilesh Garg	Head of Sales	<b>Gulf Oil Lubricants India Ltd.</b>
Mrinal Ghosh	AVP	<b>Hansa Research Group Pvt. Ltd.</b>
Praveen Nijhara	CEO	<b>Hansa Research Group Pvt. Ltd.</b>
Ramesh Viswanathan	Vice President and Head, Corporate Research & Innovation - Bangalore	<b>Havells India Ltd.</b>
Abhishek Saxena	Vertical Head, Analytical Marketing Unit	<b>HDFC Bank Ltd.</b>
Pratik Bubna	AVP - Digital Innovation, Mobility and Emerging Technologies	<b>HDFC Bank Ltd.</b>
Varsha Sankholkar	VP Business Insights	<b>HDFC Life Insurance Co. Ltd.</b>
Colin Fernandes	Senior Manager, Innovation	<b>HDFC Life Insurance Co. Ltd.</b>
Aniya Singhal	Management Trainee, Innovation	<b>HDFC Life Insurance Co. Ltd.</b>

Delnaz Khodaiji	Sr. Manager - Business Insights	<b>HDFC Life Insurance Co. Ltd.</b>
V Ananthanarayanan	Vice President - Hub Operations	<b>HDFC Life Insurance Co. Ltd.</b>
Ajay Sachdewa	Head - Marketing and Distribution	<b>HDFC LTD</b>
Abhinav Behera	Executive - Digitization	<b>HDFC Mutual Fund</b>
Shwetambara Srivastava	Manager, Business Insights	<b>HDFC Life Insurance Co. Ltd.</b>
P. Swami Sachidananda	Senior Manager, Business Insights	<b>HDFC Life Insurance Co. Ltd.</b>
Sandhya Kedlaya	Head Corporate Communications	<b>Henkel Adhesives Technologies India Private Limited</b>
Dr. Sujita Khemka	Head-Customer Relationship Management (CRM)	<b>Hero MotoCorp Ltd.</b>
Nitin Khurana	Zonal CRM Head	<b>Hero MotoCorp Ltd.</b>
Gursimran Singh	Deputy Manager, Marketing- Loyalty Program (GoodLife)	<b>Hero MotoCorp Ltd.</b>
Himanshu Dutt	CRM Team	<b>Hero MotoCorp Ltd.</b>
Shruti Shah	Sr. Manager IT	<b>Hometown, Future Group</b>
Ashish Rao	EVP - Customer service and operations	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Vishal Shastri	SVP - Customer service and operations	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Alpesh Karnik	SVP - IT	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Ashwini Bondale	Head- Customer service	<b>ICICI Prudential Life Insurance Company Ltd.</b>

Hitesh Soneja	Chief Manager - Customer service	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Rubaikah Shaikh	Chief Manager - Customer service	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Hussain Motiwala	Senior Manager - IT	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Vinay Rawat	Senior Manager - Customer service	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Savio Dcosta	Manager II - Customer service	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Sony M B	Assistant Manager - Customer service	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Ravi Ranjan	Assistant Manager - Customer service	<b>ICICI Prudential Life Insurance Company Ltd.</b>
Sanjeev Saxena	GM - IT	<b>IFB Industries Ltd</b>
Bhaskar Choudhari	Investor Grievance Manager	<b>IIFL Securities Ltd.</b>
Narendra D. Jain	President - Operations ,Internal Audit and Risk Management	<b>IIFL Securities Ltd.</b>
Madhuri Ram ( Mehak patel)	AVP - Customer Service	<b>IIFL Securities Ltd.</b>
Kusum Singh	Sr. Manager - Customer Service	<b>IIFL Securities Ltd.</b>
Supriya Shetty	AVP, Customer Service and Quality	<b>IIFL Securities Ltd.</b>
Manish Mallinath Kaddu	Marketing Student (2019-21)	<b>IMT Ghaziabad</b>
Jivesh Pahwa	Deputy Manager - Marketing (CRM Cell)	<b>Indraprastha Gas Limited</b>
Y Subhash	Chief Manager - Marketing (CRM Cell)	<b>Indraprastha Gas Limited</b>

Dilbagh Singh	HR Manager	<b>Infocom Network Limited (Tradeindia.com)</b>
Aayushi Maheshwari	Senior Marketing Executive - Brand and Communication	<b>InterMiles</b>
Anil Prabhu	Director-Brand and Marketing Communications	<b>InterMiles</b>
Ashish Dhruva	Senior Vice President – Marketing	<b>InterMiles</b>
Kaushal Satam	SVP - Airline Partnerships, Loyalty, Product & Operations	<b>InterMiles</b>
Imana Roy	Senior Manager - Advanced Analytics	<b>InterMiles</b>
Amol Date	Director - Product & CRM Development	<b>InterMiles</b>
Gargi Agarwal	Assistant Manager - Brand & Communications	<b>InterMiles</b>
Ankita Sawant	Manager - Lifestyle & Retail Partnership	<b>InterMiles</b>
Jyotish Sonowal	Product Designer	<b>InterMiles</b>
Aditya Singh	Product Designer	<b>InterMiles</b>
Khyati Shah	Assistant Manager - Brand & Communications	<b>InterMiles</b>
Kushal Patel	Senior Manager - Loyalty and Rewards	<b>InterMiles</b>
Sumer Karayi	Senior Analyst - Loyalty & Rewards	<b>InterMiles</b>
Janice Alphanso	Senior Manager - Operations and Service Delivery	<b>Intermiles</b>
Manish Dureja	MD & CEO	<b>InterMiles</b>

Shefali Sonpar	Vice President	<b>Intertrust</b>
Hutoxi Batliwala	AVP, Corporate Communications	<b>Ion Exchange (India) Ltd.</b>
Pooja Nair	Operations Head	<b>Iroha Investment Management Pvt. Ltd.</b>
Vikas Kukreja	AGM - Dealer Development & Strategy	<b>JCB India Limited</b>
Gaurav Vyas	Head IT	<b>Jekson Vision Pvt. Ltd.</b>
Anurag Sharma	National Brand Manager	<b>JK Cement Ltd.</b>
Manpreet Singh	Officer, Branding (Grey)	<b>JK Cement Ltd.</b>
Shivansh Ohri	Sr Manager, Rewards	<b>JLL India</b>
Seema Malusare	Manager, HR	<b>JLL India</b>
Rakesh Mishra	Sr. Manager, Benefits	<b>JLL India</b>
Shani Oliphant	Senior Quality Assurance Officer	<b>JMMB</b>
Savera Shah	Product Executive - Dermatology	<b>Johnson &amp; Johnson Pvt. Ltd.</b>
Suraj Haldar	Product Manager	<b>Johnson &amp; Johnson Pvt. Ltd.</b>
Rachana Acharya	Associate Director - Infectious Disease, Vaccines & Global Public Health	<b>Johnson &amp; Johnson Pvt. Ltd.</b>
Gurminder Singh	Head Branding	<b>JSW Cement Ltd.</b>
Divya Johnson	Manager - Branding	<b>JSW Cement Ltd.</b>



Sadhana Daswani	Head Brand and Digital	<b>JSW Paints Pvt. Ltd.</b>
Salil Vaidya	Founder	<b>Korero</b>
Sujay Parekh	VP Digital Transformation	<b>Kotak Mahindra Life Insurance Company Ltd.</b>
Mandar Chiplunkar	DVP Digital Transformation	<b>Kotak Mahindra Life Insurance Company Ltd.</b>
Shailesh Kumar	Senior Executive Vice President & National Head - Bank Channel	<b>Kotak Securities Ltd</b>
Akshay Dastane	Assistant Manager Marketing Communications	<b>LEGRAND India Pvt. Ltd.</b>
Akriti Arora	Head Marketing & PR	<b>Lemon Tree Hotels Limited</b>
Aradhana Lal	Vice President – Brand, Communications & Sustainability Initiatives	<b>Lemon Tree Hotels Limited</b>
Anirudh Sheldenkar	Associate Director, Product Management	<b>Lendingkart Technologies Pvt. Ltd.</b>
Sudipto Ghosh	Advisor (Asia Pacific Service Operations)	<b>Lenovo India Pvt. Ltd.</b>
Sourav Ganguly	Head CX and tech support, Asia Pasific	<b>Lenovo India Pvt. Ltd.</b>
Paula Thomas	Podcast Host	<b>Let's Talk Loyalty</b>
Parag Samant	Assistant Manager, Marketing	<b>Levi Strauss (India) Private Limited</b>
Saikot Das	Marketing Director, South Asia, Middle East and North Africa	<b>Levi Strauss (India) Private Limited</b>
Pratik Sanu	Marketing Manager	<b>LG Electronics India Pvt Ltd</b>
Vivek Charde	Sr. Vice President & Head – Marketing & Communication	<b>Loylty Rewardz Mngt. Pvt. Ltd.</b>

Pallavi Dadachanji	General Manager Commercials	<b>Maersk Global Service Centres India Pvt. Ltd.</b>
Sanjay Singh	Assistant Vice President and Zonal Customer Service Delivery Head- East-West Zone	<b>Magma Fincorp Ltd</b>
Karambir Singh	Sr. Manager Digital	<b>Mahindra &amp; Mahindra Ltd.</b>
Nidhish Kuchhal	General Manager -Logistics	<b>Mahindra &amp; Mahindra Ltd.</b>
Kanik Setia	Program Manager- Digital Transformation and Loyalty, SBU Business	<b>Mahindra &amp; Mahindra Ltd.</b>
Shouvik De	IT Head	<b>Mani Group</b>
Zian Khan	Assistant Manager-Marketing	<b>ManipalCigna Health Insurance Company Limited</b>
Kartik Arora	Product Manager	<b>Manya The Princeton Review</b>
Tarun Bahri	Sr Vice President – Customer Service, Retention & Cross Sell	<b>Max Life Insurance Company Limited</b>
Subarna Nandy	Senior Marketing Manager	<b>Max Life Insurance Company Limited</b>
Santanu Sen	VP - Strategic Initiatives, Customer Advisory	<b>Max Life Insurance Company Limited</b>
Ishika Srivastava	Assistant Manager - Brand Marketing	<b>Max Life Insurance Company Limited</b>
Srishti Ahuja	Senior Manager Corporate Communications	<b>Max Life Insurance Company Limited</b>
Abhey Bir	Chief Manager (Brand Marketing)	<b>Max Life Insurance Company Limited</b>
Afreen Ali	Cheif Manager-Marketing	<b>Max Life Insurance Company Limited</b>
Akash Sharma	Senior Manager- Brand Marketing & Digital Influence	<b>Max Life Insurance Company Limited</b>

Anand Saxena	Sr. Manager- Customer Marketing Lead	<b>Max Life Insurance Company Limited</b>
Apeksha Akolekar	Marketing Executive	<b>Max Life Insurance Company Limited</b>
Arpit Saxena	Customer Marketing	<b>Max Life Insurance Company Limited</b>
Astha Saha	Manager - Customer Advocacy Group	<b>Max Life Insurance Company Limited</b>
Ayaaz Khan	Assistant Vice President Marketing	<b>Max Life Insurance Company Limited</b>
Geetanjali Nehru	Corporate Vice President - Communications	<b>Max Life Insurance Company Limited</b>
Indranil Sinha	Corporate Communications	<b>Max Life Insurance Company Limited</b>
Kanika Arora	AVP External Communications	<b>Max Life Insurance Company Limited</b>
Kriti Arora	Assistant Vice President Marketing	<b>Max Life Insurance Company Limited</b>
Lakshya Holani	Deputy Manager Marketing	<b>Max Life Insurance Company Limited</b>
Mohit Sharma	Deputy Manager Marketing	<b>Max Life Insurance Company Limited</b>
Neha Garg	Chief Manager Marketing	<b>Max Life Insurance Company Limited</b>
Nirjhar Kasar	Brand Manager	<b>Max Life Insurance Company Limited</b>
Nishant Sinha	Manager Marketing	<b>Max Life Insurance Company Limited</b>
Pooja Dastidar	Senior Marketing Manager	<b>Max Life Insurance Company Limited</b>
Pooja Goyal	Internal Assurance Manager	<b>Max Life Insurance Company Limited</b>

Priyanka Arora	Assistant Vice President Marketing	<b>Max Life Insurance Company Limited</b>
Priyanka Das	Senior Marketing Manager	<b>Max Life Insurance Company Limited</b>
Rahul Talwar	Chief Customer Officer & Head Marketing	<b>Max Life Insurance Company Limited</b>
Ravi Kumar	Assistant Vice President - Internal Communications	<b>Max Life Insurance Company Limited</b>
Rohit Ghosh	Customer Marketing	<b>Max Life Insurance Company Limited</b>
Ruchita Jain	Chief Manager - Marketing	<b>Max Life Insurance Company Limited</b>
Shoma Chowdhury	Marketing	<b>Max Life Insurance Company Limited</b>
Siddharth Sehgal	Chief Manager - Marketing	<b>Max Life Insurance Company Limited</b>
Siddhartha Sharma	Vice President Marketing	<b>Max Life Insurance Company Limited</b>
Smita Chawla	Marketing Executive	<b>Max Life Insurance Company Limited</b>
Sramana Ghosh	Senior Brand Manager	<b>Max Life Insurance Company Limited</b>
Vinod Kumar Yadav	Chief Manager Channel Marketing	<b>Max Life Insurance Company Limited</b>
Sudeep Kumar	Customer Strategy Consultant & Loyalty Head	<b>Merkle Sokrati</b>
Bhavik Shah	Head - CRM, Loyalty, & Analytics	<b>Metro Brands Limited</b>
Pinky Bhalotia	Head of Ecommerce	<b>Metro Brands Limited</b>
Santosh Gupta	Assistant Manager Loyalty	<b>Metro Brands Limited</b>

Shwetal Basu	Head of Marketing	<b>Metro Brands Limited</b>
Ikshit Mistry	Product Marketing Manager	<b>Mid-Day Infomedia Ltd.</b>
Anna Boytsova	Head of Customer Experience Office	<b>MIRS Corporation</b>
Chandan Chhabra	VP - Content Operations	<b>Mitron TV Pvt. Ltd.</b>
Sunil Bholra	Agency CRM	<b>MRM</b>
Karthik Narayanan	Vice President Operations	<b>Natwest Markets Services India Pvt. Ltd.</b>
Sunita Manwani	CSO	<b>Nearby Technologies Private Limited</b>
Gargi Prasad	Senior Public Relations Specialist	<b>NetApp India Pvt. Ltd.</b>
Kunal Choksi	AGM Franchise	<b>Nitco Ltd.</b>
Suranjan Chakraborty	Zonal Manager	<b>Nitco Ltd.</b>
Ekaterina Soloha	Head of Consumer Services and E-com	<b>Nokian Tyres Russia</b>
Ryan Baker	Manager, Social Media, Community Engagement	<b>Nutrisystem, Inc.</b>
Steffi Dmello	Lead - Consumer Comms - OYO	<b>OYO Hotels and Homes Private Limited</b>
Karen (Lasrado) Annunciation	Head, Corporate Communications	<b>OYO Hotels and Homes Private Limited</b>
Ankit Nain	Program Manager	<b>OYO Hotels and Homes Pvt. Ltd.</b>
Parthasarathy Basu	Internationla Growth Head	<b>OYO Hotels and Homes Pvt. Ltd.</b>

Rajini Solomon	Director – Digital Services	<b>PepsiCo India Holdings Pvt. Ltd.</b>
Stella Tauro	Sr. EA - PPGA & Comms	<b>PepsiCo India Holdings Pvt. Ltd.</b>
Ayan Biswas	Head – Digital Marketing & Ecommerce	<b>PNB Metlife Insurance Company Limited</b>
Shilpi Bose	Corporate Affairs & Communications	<b>PNB Metlife Insurance Company Limited</b>
Isha Tyagi	Senior Manager, Marketing	<b>PNB Metlife Insurance Company Limited</b>
Juhi Chaturedi	Associate General Manager, Marketing	<b>PNB Metlife Insurance Company Limited</b>
Tom Fricano	Practice Director, Strategy & Consulting	<b>PossibleNOW</b>
Sandip Bhadkamkar	Senior Manager, Corporate Marketing and Strategy	<b>Praj Industries Ltd</b>
Prasanna Borse	GM - Corporate Marketing & Strategy	<b>Praj Industries Ltd</b>
Chaitanya Joshi	Manager Strategic Planning	<b>Praj Industries Ltd</b>
Jass Devender	DGM - DMG & Channel Loyalty	<b>Prism Johnson Limited</b>
Karan Sharma	Transition Manager	<b>Qdegrees Services</b>
Saurabh Sharma	Director	<b>Qdegrees Services</b>
Sushant Banga	Product & IT Head	<b>Qdegrees Services</b>
Ahmed Raza	AM-Business Development	<b>Qdegrees Services</b>
Rahul Gupta	Head Project Management	<b>Qdegrees Services</b>

Samarjeet Singh	Senior Project Manager	<b>Qdegrees Services</b>
Cletus Ferreira	Manager - Business Development	<b>Qdegrees Services</b>
Rajani Menon	Deputy Vice President - Technology and Solutions	<b>RBL Bank Ltd.</b>
Rithish Saralaya	VP-Engineering	<b>Redbus.in</b>
Vinod Kumar	Associate Director - CRM	<b>Redbus.im</b>
Monisha Raj Rana	Chief Manager - Digital - Social Media	<b>Reliance Nippon Life Insurance Co. Ltd.</b>
Shiv Tiwari	CMO	<b>Reliance Nippon Life Insurance Co. Ltd.</b>
Mayank Sadani	AGM Customer Insights	<b>Reliance Retail Ltd</b>
Piyush R Patel	Manager Loyalty Analytics – Shopper Insights	<b>Reliance Retail Ltd.</b>
Ramakrishnan Ramanathan	VP – Quality & Total Customer Satisfaction	<b>Renault Nissan Technology &amp; Business Centre India</b>
Matheswaran Durairasa	Customer Quality – Team Lead	<b>Renault Nissan Technology &amp; Business Centre India</b>
Sivashanmugam Harish	Customer Quality – Team member	<b>Renault Nissan Technology &amp; Business Centre India</b>
Jayaraman Thangadurai	Customer Quality – Team member	<b>Renault Nissan Technology &amp; Business Centre India</b>
Kavit Mistry	Vice President	<b>Rentokil PCI</b>
Tanvi Singhal	Deputy Manager Corporate Communication	<b>Rural Electrification Corporation Limited</b>
Pritiman Sarkar	Sr. Vice President	<b>SBI Cards and Payment Services Ltd.</b>

Sangeeta Ahuja	Senior Manager	<b>SBI Cards and Payment Services Ltd.</b>
Ponnappa NC	Head of Strategy & Support, Customer Services	<b>SBI Cards and Payment Services Ltd.</b>
Vikas Tiwari	Sr. Manager (Rewards & Loyalty)	<b>SBI Cards and Payment Services Ltd.</b>
Swapnil Sawant	Vice President - Rewards & Loyalty	<b>SBI Cards and Payment Services Ltd.</b>
Janish Aggarwal	Sr. Manager - Rewards & Loyalty	<b>SBI Cards and Payment Services Ltd.</b>
S Akshaya	Rewards Manager – Marketing	<b>SBI Cards and Payment Services Ltd.</b>
Sandeep Chopra	Vice President- Business Strategy	<b>SBI Life Insurance Co. Ltd.</b>
Rajanikanth Vurimi	SVP- Business Strategy	<b>SBI Life Insurance Co. Ltd.</b>
Ujjwala Khatkhate	Head - Customer Service (AVP)	<b>SBICAP Securities Ltd.</b>
Pritam Shimpi	DGM-Supply chain management	<b>Schindler India Pvt. Ltd.</b>
Tejashree Keluskar	Customer Excellence Executive	<b>Schindler India Pvt. Ltd.</b>
Tushar Shinde	Dy. Manager Supply Chain	<b>Schindler India Pvt. Ltd.</b>
Tarana Pahwa	Leader - Customer Excellence	<b>Schneider Electric India</b>
Harsh Patel	Sr. Assistant Manager	<b>Shoppers Stop Ltd.</b>
Samit Saxena	Head - Loyalty	<b>Shoppers Stop Ltd.</b>
Prateek Gupta	Deputy Manager – Marketing & Communication	<b>Shoppers Stop Ltd.</b>



Ishita Sharma	General Manager – Ecommerce Innovation	<b>Shoppers Stop Ltd.</b>
Uma Talreja	Chief Marketing & Chief Customer Officer	<b>Shoppers Stop Ltd.</b>
Heena Chhapru	Head - Customer Service	<b>Shoppers Stop Ltd</b>
Hiren Panchal	Customer Care Associate & Manager	<b>Shoppers Stop Ltd.</b>
Samina Shaikh	Customer Care Associate & Sr. Manager Loyalty	<b>Shoppers Stop Ltd.</b>
Surendra Ramesh Sawant	Manager	<b>Shoppers Stop Ltd.</b>
Shaziya Shaikh	Sr. Manager Loyalty	<b>Shoppers Stop Ltd.</b>
Pradnya Kamble	Customer Care Associate & Manager Loyalty	<b>Shoppers Stop Ltd.</b>
Feras Ahmed	CEO	<b>SILAH GULF</b>
Poonam Bhairwani	GM - HR	<b>Sodexo</b>
Manoj M Kulkarni	Independent Consultant	<b>Solopreneur</b>
Ganesh Rewanwar	Founder	<b>Sonkruti Consulting</b>
Subhasri Prasad	AVP - Marketing	<b>Sony Pictures Networks India Pvt. Ltd.</b>
Parneet Kaur	Senior Manager Marketing and Brand Management	<b>Sony Pictures Networks India Pvt. Ltd.</b>
Amit Dang	President	<b>Srei Equipment Finance Ltd</b>
Avishek Roy	Deputy Brand Manager	<b>SRMB Srijan Pvt. Ltd.</b>

Abhoy Pado Banerjee	Senior Manager Digital Marketing	<b>SRMB Srijan Pvt. Ltd.</b>
Ashish Merchant	Managing Partner	<b>Strategic Caravan Intl Pvt. Ltd.</b>
Joshua Dcosta	Account manager	<b>Strategic Caravan Intl Pvt. Ltd.</b>
Shalini Fernandes	Business Head	<b>Strategic Caravan Intl Pvt. Ltd.</b>
Komal Goel	Assistant Manager - Marketing	<b>Sundaram Asset Management Company Ltd.</b>
Mohammad Ali	Head of Sales	<b>Survey2connect</b>
Kaushik Chakraborty	Vice President Digital	<b>Tata Capital Ltd</b>
Rajesh Kamat	Head Sales and Marketing	<b>Tata Chemicals Ltd.</b>
Reshma Qureshi	TCS Cluster Head, Digital Solutions	<b>Tata Consultancy Services Ltd.</b>
Amoli Upadhye	Marketing Director	<b>Tata Consultancy Services Ltd.</b>
Vidya Sabarish	Client Partner	<b>Tata Consultancy Services Ltd.</b>
Gunjan Bhaiya	Cluster Technical Architect	<b>Tata Consultancy Services Ltd.</b>
Manali Rikame	Client Partner	<b>Tata Consultancy Services Ltd.</b>
Deepak Kamath	Sales Support Head	<b>Tata Consultancy Services Ltd.</b>
R Ramakrishnan	Global Head Customer Care CVBU	<b>Tata Motors Ltd.</b>
Rajeeva Ranjan	Head Customer Care (Technical), CVBU	<b>Tata Motors Ltd.</b>

D Muralidharan	DGM-PMC, Customer Care CVBU	<b>Tata Motors Ltd.</b>
Satheesh Chennakrishnan	DGM-PMC, Customer care CVBU	<b>Tata Motors Ltd.</b>
Charu Gulati	General Manager - Customer Experience	<b>Tata Motors Ltd.</b>
Sherry Mandal	Executive	<b>Tata Power Delhi Distribution Limited</b>
Hrishita Goyal	Asst. Officer Trainee	<b>Tata Power Delhi Distribution Limited</b>
Dolly Arora	Sr. Officer	<b>Tata Power Delhi Distribution Limited</b>
Pooja Kumra	Executive	<b>Tata Power Delhi Distribution Limited</b>
Akhil khanna	Executive	<b>Tata Power Delhi Distribution Limited</b>
Manoj Kumar Mishra	Executive	<b>Tata Power Delhi Distribution Limited</b>
Kirti Jajoria	Executive	<b>Tata Power Delhi Distribution Limited</b>
Shalima Grover	Sr. Manager	<b>Tata Power Delhi Distribution Limited</b>
Ganesh Srinivasan	CEO	<b>TATA Power Delhi Distribution Ltd.</b>
Dwijadas Basak	Chief (Commercial & SIG)	<b>TATA Power Delhi Distribution Ltd.</b>
Manoj Digambar Salvi	Head (Customer Services, KCG & MMG)	<b>TATA Power Delhi Distribution Ltd.</b>
Dipanwita Ray	AGM (CEM, VAS & Energy as a Service)	<b>TATA Power Delhi Distribution Ltd.</b>
Kanika Asija	HoG (Consumer Experience Management)	<b>TATA Power Delhi Distribution Ltd.</b>

Jasjit Sethi	CEO	<b>TCI Supply Chain Solutions</b>
Aarti Ahuja	CMO	<b>TCNS Clothing Company Pvt. Ltd.</b>
Harsh Kapur Pillai	Director	<b>Terragni Consulting (P) Ltd</b>
Ketki Gandhi	Senior Consultant	<b>Terragni Consulting (P) Ltd</b>
Omkar Nagwade	Digital Marketing Associate	<b>Terragni Consulting (P) Ltd</b>
Anushka Dabholkar	Member	<b>Terragni Consulting (P) Ltd</b>
Shobhana Lele	CIO	<b>The Bombay Dyeing &amp; Manufacturing Company Ltd.</b>
Chaya Sathyanarayana	Business Consultant	<b>The Business Research Company</b>
Ana Iorga	Director	<b>The BuyerBrain</b>
Muneera Alsunaid	Customer Excellence Head	<b>The Council Of Cooperative Health Insurance</b>
Mike Smith	COO	<b>The Modular Analytics Company</b>
Dilpreet Singh	Head - CRM, Loyalty and Customer Analytics	<b>The Oberoi Group</b>
Vishal Pathania	Head Digital Marketing	<b>Timex Group</b>
Rajib Kumar Guha	Chief Manager – Customer Service	<b>TVS Credit Services Ltd.</b>
Shoba J	Sr. Manager – Customer Service	<b>TVS Credit Services Ltd.</b>
Gaurav Suri	Senior Executive Vice President	<b>UTI Asset Management Co Ltd</b>

Rashmi Soni	Vice President & Head, Corporate Communications & CSR	<b>Vistara - TATA SIA Airlines Ltd.</b>
Abhilash Pushpan	External Communications Manager	<b>Vistara - TATA SIA Airlines Ltd.</b>
Sunami Paigankar	Manager – Integrated Communications	<b>Vistara - TATA SIA Airlines Ltd.</b>
Karen Raja	Corporate Communications	<b>Vistara - TATA SIA Airlines Ltd.</b>
Mohammed Saleem	CEO	<b>Vmeets</b>
Surekha Desai	SVP Customer Service	<b>Vodafone Idea Limited</b>
Alok Singh	Sr. Manager – Digital	<b>Vodafone Idea Limited</b>
Prashantha Kumar	Director – India Deliver Center	<b>Volvo Auto India Pvt. Ltd.</b>
Bibhav Behera	Head-Digital Marketing	<b>Wildcraft India Pvt. Ltd.</b>
Yuvraj Gogia	Content Manager, Marketing	<b>Wildcraft India Pvt. Ltd.</b>
Somak Dhar	Head-E commerce and Modern Trade	<b>Wildcraft India Pvt. Ltd.</b>
Pawandip Singh	Chief Marketing Officer	<b>Wildcraft India Pvt. Ltd.</b>
Anuj Gupta	Sr. Manager E Commerce	<b>Wildcraft India Pvt. Ltd.</b>
Deepti Bhatt	HR Business Partner	<b>Wildcraft India Pvt. Ltd.</b>
Anurag Srivastava	Head Retail & Key Accounts	<b>Wonder Cement Ltd.</b>
Abhineet Menaria	AGM Marketing	<b>Wonder Cement Ltd.</b>

Dola Mallick	AGM Marketing	<b>Wonder Cement Ltd.</b>
Vivek Sharma	Deputy Manager, Marketing	<b>Wonder Cement Ltd.</b>
Rohit Pandey	Asst. Manager (Marketing)	<b>Wonder Cement Ltd.</b>
Kunal Singh	Manager, Marketing	<b>Wonder Cement Ltd.</b>
Shantanu Gaur	Dy. Manager-Marketing	<b>Wonder Cement Ltd.</b>
Harish Bhalla	Executive V.P. & Head CX, Branch Banking	<b>Yes Bank Ltd.</b>
Neeraj Puri	Sales	<b>Zee Essel Group</b>
Vani Dixit	Head - Customer Management (CLM)	<b>Zee5</b>
Swaroop Sagar	Senior Account Manager	<b>Zendesk Inc.</b>
Neha Mangrulkar	Enterprise Account Manager	<b>Zendesk Inc.</b>
Kandarp Jani	Deputy General Manager Business Development	<b>Zydus Group</b>
Stine Samuelsen	CX Consultant	<b>Speaker participant</b>
KD		<b>Speaker participant</b>
DK Rogue		<b>Speaker participant</b>
Manoj Kumar Sharma	Joint President & CHRO	<b>Aarti Industries Ltd.</b>
Tushar Singh	Director, Commercial Excellence, PMO & AbSure, Abbott Primary Care	<b>Abbott Healthcare Pvt. Ltd.</b>

Mihir Nanal	Managing Director - Comms, Media, Hi-Tech Practice	<b>Accenture</b>
Soumonath Chatterjee	Director - Digital, Loyalty & Guest Experience India & South Asia,	<b>Accor Group</b>
Prakash Dadlani	Sr. Vice President - Customer Centricity	<b>Aditya Birla Group</b>
Namrita Mahindro	Chief Digital Officer	<b>Aditya Birla Group</b>
Naveen Bachwani	Chief Operating Officer	<b>Aegon Life Insurance Co.Ltd.</b>
Ganesh Ramachandran	Global Chief Information Officer	<b>Alkem Laboratories Ltd.</b>
Preeti Vyas	Chief Executive Officer	<b>Amar Chitra Katha Pvt. Ltd.</b>
Deepali Shukla	Director - Nutrition Growth Platforms & Disruptive Innovation	<b>Amway</b>
Carsten Ley	Founder, OKR, Project & Customer Experience Consultant	<b>Asia PMO</b>
Ratan Kesh	EVP & Head - Retail Operations & Service	<b>Axis Bank Ltd.</b>
KV Dipu	President - Head Operations, Communities & Customer Service	<b>Bajaj Allianz General Insurance Co. Ltd.</b>
Kayzad Hiranamek	Chief -Operation & Customer Experience	<b>Bajaj Allianz Life Insurance Co. Ltd.</b>
Amit Sethi	VP - Regional CIO MENAT & India, Global Digital Customer Experience Leader	<b>Baker Hughes</b>
Pradeep Kumar Mishra	Chief Customer Service Officer	<b>Bank of Maharashtra</b>
Anand Narang	VP - Marketing, India & Regional Leader South Asia	<b>Bata India Ltd.</b>
Sandeep Verma	Country Head - India, Consumer Health	<b>Bayer</b>

Ketan Kulkarni	CMO & Head – Business Development	<b>Bluedart</b>
Samridh Dasgupta	Vice President, Marketing & New Brands - Visage Lines	<b>Bombay Shaving Company</b>
Ronita Mitra	Founder & Chief Strategist	<b>Brand Eagle Consulting</b>
Vinay A. Bhopatkar	Chief Executive Officer	<b>Café Coffee Day</b>
Mukesh Jain	CTIO - Insights & Data India	<b>Capgemini</b>
Satyen Momaya	Chief Executive Officer	<b>Celio Future Fashion Pvt. Ltd.</b>
Olga Guseva	International CX Strategy Expert & Customer Transformation Specialist	<b>Centric Culture</b>
Abhishek Gupta	Chief Customer Officer	<b>CleverTap</b>
Roy Atkinson	CEO	<b>Clifton Butterfield, LLC</b>
Ankush Gadi	Director – Data Management & Analytics, GIX	<b>CRISIL Ltd.</b>
Irit Eizips	Chief Customer Experience Officer & CEO	<b>CSM Practice</b>
Katie Stabler	Founder & Director, Customer Experience	<b>CULTIVATE Customer Experience by Design</b>
Ian Golding	Global Customer Experience Specialist	<b>Customer Experience Consultancy Ltd.</b>
Hank Brigman	CEO	<b>Customer Experience Strategies, INC</b>
Subramanyam Iyer	Sr. Vice President & Head - Customer Experience	<b>DBS Bank</b>
Narayan Devanathan	Group Executive & Strategy Officer	<b>Dentsu International   South Asia</b>



Shweta Srivastava	Head - Digital Marketing	<b>Dr. Reddy's Laboratories</b>
Tejas Kadakia	Co-Founder & Director	<b>EasyRewardz</b>
Olga Potaptseva	Founder / CX Implementation Advisor, Founding Director	<b>European Customer Consultancy</b>
Diane Magers	Founder, CEO	<b>Experience Catalysts</b>
Shailesh Pandey	Sr. EVP & Chief Sales Officer	<b>Fino Payments Bank</b>
Richa Pathak Dogra	Director - People Technology	<b>Fortune 500 Company</b>
Saikat Sarkar	Chief Executive Officer	<b>Fresh Greens Pvt. Ltd.</b>
Shreeraj Deshpande	Chief Operating Officer	<b>Future Generali India Insurance Co. Ltd.</b>
Sunil Vashishth	Sr. Vice President Strategy	<b>Futurebrands Ltd.</b>
Charu Sharma	Director - Customer Analytics & Insights, Business Analytics	<b>GE Healthcare</b>
Emilia D'Anzica	Founder, CEO - Customer Success Advisor	<b>Growth Molecules</b>
Piyali Chatterjee	Senior Vice President - CX Head	<b>Hansa Research</b>
Kaushik Ghate	Sr. Vice President & Head - Customer Analytics & Data Sciences	<b>HDFC Bank Ltd.</b>
Francis Rodrigues	Sr. Vice President, Business Insights, Data Labs, Innovation	<b>HDFC Life Insurance Co. Ltd.</b>
Jim Tincher	Founder, CEO & Journey Mapper-in-Chief	<b>Heart of the Customer</b>
Sunil Kumar Sathyanarayanan	Country President India & Regional Director Packaging IMEA	<b>Henkel Adhesives Technologies India Pvt. Ltd.</b>

Vaishali Thakkar	Chief Customer Experience & Service Delivery	<b>Hometown, Future Group</b>
Girish J Kalra	Sr. Vice President - Marketing & Corporate Communication,	<b>ICICI Lombard General Insurance Co. Ltd.</b>
Dharmender Narang	Chief Customer Experience Officer	<b>IIFL Securities Ltd.</b>
Anshuman Maheshwary	Chief Operating Officer	<b>IIFL Wealth &amp; Asset Management Co.</b>
Seema Singh	Chief Human Resource Officer & Chief Financial Officer	<b>India Post Payments Bank</b>
Atri Chakraborty	Chief Operating Officer	<b>IndiaFirst Life Insurance Co. Ltd.</b>
Aashish Walia	Head – Marketing & PR	<b>IndiaFirst Life Insurance Company Ltd</b>
Dr. Subhajit Bose	Director & Head - Strategic Planning, Analytics & Controls	<b>Indigo (InterGlobe Aviation Ltd.)</b>
Rajesh Pantina	Head of Marketing - Asia Pacific	<b>InMobi Technologies Pvt. Ltd.</b>
Divyasree Pawar	Global Head - Learning Delivery	<b>Intel Corporation</b>
Vikas Chandak	Senior Vice President & Head - Strategic Partnerships	<b>Intermiles</b>
Sanjay Singal	Chief Operating Officer - Dairy & Beverages	<b>ITC Ltd.</b>
Yasmeen Talat	Sr. Director - Rewards	<b>JLL India</b>
Kawalpreet Singh	Director – Marketing	<b>JLL India</b>
Rajneet Kohli	Executive Vice President & COO - Domino's,	<b>Jubilant FoodWorks Ltd.</b>
Julia (Martin) Ahlfeldt	Customer Experience Strategist & Business Advisor	<b>Julia Ahlreldt CX Consulting</b>

Nivedita Nanda	Chief Human Resource Officer	<b>Kaya Ltd.</b>
Rajiv Nair	Group Chief Executive Officer	<b>Kaya Ltd.</b>
Eswaranatarajan N	President & COO	<b>Kotak Mahindra General Insurance Co. Ltd.</b>
Jiten Mahendra	Senior Vice President Marketing	<b>Landmark Group</b>
Tushar S. Vagal	Chief Information Officer	<b>Larsen &amp; Toubro Realty</b>
Manish Bhatia	President -Technology, Analytics and Capabilities	<b>Lendingkart</b>
Anuradha Sathe	Director Customer Experience - Global	<b>Lenovo</b>
Subhalakshmi Ganguly	Global Sales Compensation & AP Compensation	<b>Lenovo India Pvt. Ltd.</b>
Hemant Jain	Sr. Executive VP & Head Digital Business	<b>Lokmat Media Pvt. Ltd.</b>
Chander Khanduja	Chief Information Officer	<b>Luminous - Schneider Electric India Pvt. Ltd.</b>
Sreeji Gopinathan	Global Chief Information Officer	<b>Lupin Ltd.</b>
Ajay Nambiar	Chief Operating Officer - PYP & CSO	<b>M3M</b>
Padmakumar Nair	Director - Customer Service	<b>Maersk Global Service Centres</b>
Shrikant Kejriwal	Head - Insights & Analytics, Farm Equipment Sector & SSU	<b>Mahindra &amp; Mahindra Ltd.</b>
Mohit Kapoor	Executive Vice President & Group Chief Technology Officer	<b>Mahindra Group</b>
Shweta Shukla	Director - People & Capability Partner	<b>Mastercard</b>

Rakesh Pandey	EVP & Head - Customer Advisory	<b>Max Life Insurance Co. Ltd.</b>
Aalok Bhan	Director & Chief Marketing Officer	<b>Max Life Insurance Co. Ltd.</b>
Arvind R P	Director - Marketing & Communications	<b>McDonald's India</b>
Anish Agarwal	Director - Data & Analytics, India	<b>NatWest Group</b>
Aanandita Bhatnagar	Director Corporate Communications	<b>NetApp</b>
Subrata Basu	Vice President - Marketing	<b>Nitco Ltd.</b>
Nathalie Schooling	Founder & CEO	<b>nlighten</b>
SyamPrasad Lakkaraju	Chief Operating Officer	<b>OmniActive Health Technologies</b>
Shreerang Godbole	Senior Vice President & Chief Service Officer	<b>OYO Hotels and Homes Private Limited</b>
Dinesh Aggarwal	Joint Managing Director, Head – New Business (ISAMEA Region)	<b>Panasonic Life Solutions (I) Pvt. Ltd.</b>
Nick Lygo-Baker	CEO	<b>Paradigm CX Ltd.</b>
Samir Kukade	President - Human Capital	<b>Praj Industries Ltd.</b>
Dr. Ravindra Utgikar	Vice President - Corporate Strategy & Marketing	<b>Praj Industries Ltd.</b>
Mayank Bhargava	Chief Information Officer	<b>Pramerica Life Insurance Co.Ltd.</b>
Ruchita Mehra	Director - Communications, CSR & Digital	<b>Procter &amp; Gamble Health Ltd.</b>
Adrian Swinscoe	Customer Service & Experience Advisor and Leader	<b>Punk CX</b>

CB Rajesh	Project Lead	<b>Qdegrees Services</b>
Vijay Chand	Country Director & CEO - Publishing Division	<b>Realtime Taxutra Services Pvt. Ltd.</b>
Sathish Krishnan	Head - CRM	<b>Redbus</b>
Suman Kargupta	Sr. Vice President & Head Customer Experience	<b>Reliance Jio Infocomm Ltd.</b>
Jayant Jain	Vice President - Marketing & Customer Services, Head Loyalty & Shopper Insights	<b>Reliance Retail Ltd.</b>
Monish B Vohra	Executive Vice President & Head Customer Services	<b>SBI Card and Payment Services Ltd.</b>
Shikha Gupta	Director HR   Business Partner & D&I, International Operations	<b>Schneider Electric</b>
Piyush Rajpal	Director - Marketing & Business Development	<b>Schneider Electric</b>
Jo Boswell	Director	<b>Sentio-B Ltd.</b>
Shep Hyken	Chief Amazement Officer	<b>Shepard Presentations</b>
Rohit Kumar Chawda	Chief Operating Officer	<b>Shriram Asset management Co. Ltd.</b>
Pradeep Chavda	Human Resources Director, India	<b>Sodexo India</b>
Ajay Chowdhury	President & CHRO	<b>SRF Ltd.</b>
Vidhya Veeraraghavan	Head of Analytics - Financial Markets Operations	<b>Standard Chartered Global Business Services</b>
Brian Almeida	Founder & Partner	<b>Strategic Caravan International Pvt. Ltd.</b>
Mala Raj	Managing Partner	<b>Strategic Caravan Intl Pvt. Ltd.</b>

Umesh Krishna K	Marketing Director	<b>Swiggy</b>
Yusuf Pachmariwala	EVP – Operations & Customer Service	<b>Tata AIA Life Insurance Co. Ltd.</b>
Sarajit Jha	Chief Business Transformation & Digital Solutions	<b>Tata Steel Ltd.</b>
Dipti Sapatnekar	Director – Value Delivery	<b>Terragni Consulting Pvt. Ltd.</b>
Dr. Anil Pillai	Director	<b>Terragni Consulting Pvt. Ltd.</b>
Mike Kendall	Founder	<b>The Customer Lab</b>
Dan Gingiss	CEO	<b>The Experience Maker, LLC</b>
Sanjay Sindhvani	Chief Executive Officer	<b>The Indian Express Online Media Pvt. Ltd.</b>
Saumil Mehta	Director & Country Manager (India, Bangladesh, Nepal, Vietnam, Cambodia, Myanmar, Brunei)	<b>The Kraft Heinz Co.</b>
Abraham Alapatt	President & Group Head - Marketing, Service Quality, Innovation & Value Added Services	<b>Thomas Cook India Group</b>
Charandeep Singh	Head – Marketing & CRM	<b>TVS Credit Services Ltd.</b>
Anil Gaur	Group Chief People Officer	<b>Uniparts Group</b>
Deepa Chadha	Sr. Vice President - HR & Corporate Affairs	<b>Vistara - TATA SIA Airlines Ltd.</b>
Anastasia Vladychynska	Customer Experience Consultant	<b>Vladychynska Consulting</b>
Metzen Cherian	Director - HR (Culture, OD & Talent Management)	<b>Volvo Group India Pvt. Ltd.</b>
Kaustubh Sonalkar	Group Director HCM, Comms, CSR & General Affairs	<b>Welspun Group</b>

Shyamala Deshpande	Chief Human Resource Officer	<b>Wildcraft India</b>
Ajay Jhalani	Managing Director	<b>Winner Technoplast Pvt. Ltd.</b>
KT Prasad	Managing Director & Regional Vice President - Sales, India & SAARC	<b>Zendesk</b>
Alan Pennington	Customer Experience Advisor, Author, Mentor, Coach & Trainer	
Ron Kaufman	Customer Experience & Service Culture Expert	
Joey Coleman	Professional Speaker & Writer on All Things Customer Experience	
Claire Boscq-Scott	Mystery Shopping & Customer Service Global Guru	