

Dan Gingiss - Biography

Dan Gingiss is an international keynote speaker and customer experience expert with a dynamic and engaging speaking style that has captivated hundreds of audiences around the globe.

Believing that a remarkable customer experience is your best competitive advantage, Dan shares insights from his 20-year professional career that included leadership positions at McDonald's, Discover, and Humana. His speaking engagements are enriched by real-world examples and effective strategies that inspire immediate action.

Dan is the author of *The Experience Maker: How To Create Remarkable*

Experiences That Your Customers Can't Wait To Share and *Winning at Social*

Customer Care: How Top Brands Create Engaging Experiences on Social Media.

Dan also co-hosted the award-winning *Experience This!* podcast. He earned a B.A. in psychology and communications from the University of Pennsylvania and an M.B.A. in marketing from the Kellogg School of Management at Northwestern University. Dan is also a licensed bartender, a pinball wizard, and he once delivered a pizza to Michael Jordan.