



Jeannie Walters is an award-winning customer experience expert, thought leader, and international keynote speaker trailblazing the movement from “Reactive Customer Service” to “Proactive Customer and Employee Experience.”

As a Certified Customer Experience Professional (CCXP), a charter member of the Customer Experience Professionals Association, Certified Speaking Professional and Professional Member of the National Speakers Association, Jeannie has spoken to tens of thousands of people globally on the power of proactivity to increase brand loyalty.

Jeannie Walters is...

- Top 50 Thought Leader in Customer Experience and Customer Loyalty (Thinkers360)
- A LinkedIn Learning instructor who has taught more than 500,000 learners
- Host of the weekly CX Podcast Experience Action and monthly CX Pulse Check
- A Certified Speaking Professional (CSP)
- Past President of National Speakers Association - Illinois Chapter (NSA-IL)
- A Certified Customer Experience Professional (CCXP)
- A featured expert for *NPR*, *Wall Street Journal*, & more

Article Stats

14,600 LinkedIn newsletter subscribers

400+ Active Articles on ExperienceInvestigators.com

19,000+ Google Search queries in which articles appear

40.69 Average search position

68.53% Average article engagement rate

5.32 Views per user

Contact

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Notable Awards and Recognitions

- Thinkers360 - 175 Women B2B Thought Leaders You Should Follow
- Huffington Post - The Top 100 Most Social Customer Service Pros on Twitter
- Customer Thermometer - Best TED Talks on Customer Retention Ideas
- CX Goalkeeper Podcast - Top Downloads (January 2023)
- 8x8 - 23 Customer Experience Influencers to Follow in 2023
- ICMI (Informa Tech) - TOP 25 THOUGHT LEADERS FOR 2023
- Orbit Media Studios - Best Chicago Marketing Speakers
- CXPA - Who's Who of CX
- CX in Action - Top 10 Influencers to Follow on Twitter
- Engati - Top 33 Inspiring Women in CX to follow for 2022
- TopRank Marketing - 50 Top B2B Marketing Influencers, Experts and Speakers To Follow In 2022
- Virtual Speakers Hall of Fame - 2021 Nominee
- Feedspot - 30 Best Customer Service Podcasts
- Thinkers360 - Top 50 Global Thought Leaders and Influencers on Customer Loyalty 2022
- Genroe - The Top Customer Experience Podcasts
- CXPA - 2-Time Winner of the CXPA Extra Mile Award

Media Mentions and Contributions



And More...

- 360 Magazine
- Bloomfire
- Cloutrack
- Customer Experience Update (CEU)
- Customer Gauge
- CustomerThink
- CX Goalkeeper Podcast
- CXPA Newsletter
- EINPresswire
- Formstack
- Freshdesk
- GetFeedback
- GlobeNewswire
- Home Improvement Retailing
- LinkedIn Pulse and News
- Lucep
- MarTechExec
- Momentive
- Multichannel Merchant (MCM)
- MyCustomer
- Nairametrics
- NBC Chicago Channel 5 News
- Netigate
- SpinSucks
- The CX Network Weekly
- Tourism Current
- Uniphore
- Upwork
- UXCollective
- VisionCritical (now Alida)

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Partners and Events



“ After doing quite a bit of research... we landed on Jeannie and we struck gold. People were lining up to talk to Jeannie after her presentation because of the way the lightbulbs were coming on for them. ”

Samantha Lang

Former Content Director, SAP Litmos



Content Partnership Types

- Guest Articles
- Ebooks & White Papers
- Quote Contributions
- Keynotes (In-Person & Virtual)
- Webinars (Live & Pre-Recorded)
- Livestreams & Live Chats
- Video Series
- Podcasts
- ...and more!

Content Topic Options

- Strategy
- Intentional Leadership
- Proactive Customer Experience
- Customer Loyalty
- Customer Service
- Employee Experience & Culture
- Digital Customer Experience
- Patient Experience
- B2B Customer Experience
- ...and more!

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