

Session Attendees	
Job Title	Company
Marketing Manager	Access Partnership
Chief Business Development Officer	Access Partnership
EA	Acuity Professional
Digital Experience Manager	American Express
Product Owner	AstraZeneca
Web and Social Media Executive	AXA Investment Managers
UK Web & Social Media Executive	AXA Investment Managers
Digital Manager	AXA PPP Healthcare
Digital Manager	Baillie Gifford & Co
Partner	Baker Mckenzie
Global Client Manager	Baker McKenzie
HR Advisor	Barclays
Director Group Digital Channels	Barclays
Director of Digital	BMI Group
Head of Ecosystem Partnerships	BMI Group
Employee Health and Wellbeing Manager	Bupa
Experience Director	Chelsea Apps Factory
Churches Digital Champion	Church Of England
Senior Associate	CMS
Senior Client Manager	CMS
Trainee Solicitor	CMS

Founder and Director	CMXperience
Project Manager	Credit Suisse
Director of Business Development	DataArt
Senior Manager	Dell EMC
Presales Consultant	Dell Technologies
Systems Engineer	Dell Technologies
Director, Financial Services and Insurance	Dell Technologies
Head of Customer Engagement & Transformation, EMEA	Domo
Marketing Director	Domo
ADM	Domo
Account Development Manager	Domo
Senior Market Research Manager	First Rate Exchange Services
Head of Portfolio PMO	First Rate Exchange Services
Senior Business Analyst	First Rate Exchange Services
Director of Customer Experience	Formally at Microsoft
Corporate Digital Specialist	Formative Content
Associate	Freshfields Bruckhaus Deringer
Marketing Manager	Further
Digital Analyst	G4S
Digital Communications Manager	G4S
Senior Digital Marketing Manager	Henderson Global Investors
Head Digital Marketing EMEA	Henderson Global Investors
Social Media Manager	Highways England

Head of Digital Content and Engagement	Highways England
Marketing Manager, Customer Strategy and Insight	HSBC
Global Digital Product Manager	HSBC
Head of Customer Strategy	HSBC
Global Digital Product Manager	HSBC
Senior Marketing Manager	HSBC
Senior Business Manager	HSBC
Head of Digital Design Strategy	HSBC
Design Language - Management	HSBC
Head of UXD Originations	HSBC
Head of Education, Regulatory Compliance	HSBC
User Experience Tribe Lead	HSBC
Marketing Manager	HSBC
Senior Manager	HSBC
SVP Enterprise Sales	IMI Mobile
VP Marketing	IMI Mobile
CMO	IMI Mobile
Business Development Director	IMI Mobile
Digital Marketing Manager	International Compliance Training
Segmentation Manager	Lloyds Banking Group
Senior Manager	Lloyds Banking Group
Insights and Partnerships	Lloyds Banking Group

Innovation Manager	Lloyds Banking Group
Service Design & Systems Thinking Director	Lloyds Banking Group
Colleague and Network Services, Group CIO	Lloyds Banking Group
CB Delivery Change	Lloyds Banking Group
Tooling and Automation Manager	Lloyds Banking Group
Operational Efficiencies Manager	Lloyds Banking Group
Digital Insights & Partnerships Senior Manager	Lloyds Banking Group
CIO	MUFG Investor Services
Technical Business Analyst	Octopus Investments
Portfolio Enablement Director	Oracle
UK Digital Transformation Lead	Pfizer
Digital Lead	Pfizer
Regional Head of Digital Innovation	Pfizer
Regional Lead - Digital & Technology	Pfizer
Programme Manager	Pinsent Masons
Client Director	Profusion
Business Development Director	Profusion
Client Manager	Profusion
Client Director	Profusion
Head of Insight & Analytics	PwC
Head of Client Feedback	PwC
Senior Manager	PwC

Head of Insight & Analytics	PwC
Director	PwC
Technology Centre of Excellence - Senior Manager	PwC
Associate	PwC
Senior Digital Consultant	PwC
Manager	PwC
Senior Associate	PwC
Tech Risk Manager	PwC
Senior Manager, Client Feedback	PwC
Communications, Training and Change Lead	PwC
Digital Marketing Manager	PwC
Digital and Social Campaign Manager, Marketing	Refinitiv
Digital Marketing Specialist	Refinitiv
Director, Office of the CTO	Refinitiv
Proposition Lead	Royal London
Digital Consultant	Royal London
Customer Communications Executive	Royal London
Senior Insight Manager	Royal London
Business Development Manager	RSM UK
Developer	Schroders Investment Management
CRM Manager EMEA	Schroders Investment Management
User Experience Researcher	Schroders Investment Management

# Transforming customer experience through digital transformation – 18th January



Principal Agile Analyst	Schroders Investment Management
Business Analyst	Schroders Investment Management
Head of Change Management	SGN
UK Digital Transformation Lead	Shell International Ltd
Account Manager	Shell International Ltd
Digital Programmes Advisor	Shell International Ltd
Digital Customer Experience Analyst	Skipton Building Society
Digital Transformation Manager	Skipton Building Society
Digital Customer Experience Analyst	Skipton Building Society
Product Manager	Sky Bet
Strategy & Planning Manager	Standard Chartered Bank
Senior Project Director	UBS
Brand Manager	Unilever
Senior Digital Planning Manager	Unilever
Digital Strategy Lead - UKI Foods	Unilever
Brand Manager	Unilever
Global Digital Transformation PMO Lead	Unilever
Learning Manager	Unilever
CD Learning Specialist	Unilever
Global Digital Manager	Unilever
Solutions Consultant	Visyond

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