

## Blake Michelle Morgan

Customer Experience Futurist, Keynote Speaker & Author

Blake Morgan is a leader in customer experience.

She is a customer experience futurist, a keynote speaker, and author of two books on customer experience. Her second book is called *The Customer Of The Future: 10 Guiding Principles For Winning Tomorrow's Business* (HarperCollins). Her first book was *More is More: How The Best Companies Work Harder And Go Farther To Create Knock Your Socks Off Customer Experiences*. She has worked with Comcast, Genentech, Accor Hotels, Accenture, Adobe, Parker Hannifin, Ericsson, Verizon, Omron, and more.

Blake is a guest lecturer at Columbia University as well as adjunct faculty at the Rutgers executive education MBA program. Blake contributes to *Forbes*, *Harvard Business Review*, and *Hemispheres Magazine*. She is the host of *The Modern Customer Podcast* and a weekly customer experience video series on YouTube.

She lives in the Bay Area with her husband, daughter and their two dogs.

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