

Chief Customer Officer : Getting Past Lip Service To Passionate Action By Jeanne Bliss

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This week I thought I would take some time to look at the role of the Customer Experience Officer (CXO). It's not exactly a new role I could find information

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Having held the role of Chief Customer Officer, reporting to the Presidents of Lands End, Mazda, Coldwell Banker, Allstate and Microsoft, in 2006 I wrote Chief

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Jeanne Bliss runs CustomerBliss (www Her best-selling books are Customer Officer: Getting Past Lip Service to Passionate Having a chief customer officer can

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