



MARK SLATIN BIO

Mark is a CX thought leader, consultant, coach, and faculty member and was recently voted one of the Top 25 CX Leaders Globally (CX Magazine).

He created the Trusted Guide Roadmap™ Master Class designed to provide CX leaders with proven frameworks and practical tools to get executive buy-in.

Mark serves on the faculty of Michigan State University as a Professor of Practice in the Master of Science in Customer Experience Management (CXM) program. It's the first degreed program in CXM in North America.

Prior to founding EmpoweredCX, Mark launched and led an award-winning CX journey at Sandy Spring Bank. During that time, the Bank received numerous awards including The CX Innovation Award, Great Places to Work, Forbes America's Best Bank, and American Banker Best Bank to Work For, The Washington Post Top Workplace, among others.

Mark is a Certified Customer Experience Professional (CCXP), recently served on the CXPA Board of Directors.

He's also the creator and host of The Delighted Customers Podcast, ranking in Apple Podcast>Management Top 10 in the US.

When he's not working, you might find him enjoying time with his kids and grandkids, tinkering with home projects, and chasing a little white ball around.

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