

James Walker joins ContactEngine as Chief Customer Officer

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LONDON and WASHINGTON, D.C. -- ContactEngine are pleased to announce that James Walker has joined the company as Chief Customer Officer (CCO). As CCO, Walker will lead the end-to-end commercial and service relationship for ContactEngine's new and existing customers across EMEA (Europe, the Middle East and Africa). He brings to the company over 20 years of leadership experience delivering operational excellence and commercial growth and transforming customer services.

Prior to joining ContactEngine, Walker worked in various executive leadership roles, including as Director of Strategic Clients and Director of Business Customer Services at Openreach, and Client General Manager at BT Global Services. Walker holds a Master of Science degree with distinction in Telecommunications Business from University College London, and a Bachelor of Science degree with first-class honours in Mathematics.

"ContactEngine are at the cutting edge of transforming cost and customer service. I look forward to deepening our relationships with current and future customers, building on the value we have already created within several key industries," says Walker. "We have a fantastic opportunity to help organisations realise significant benefits using our conversational AI technology to reduce costs and improve service, and I am delighted to be working with colleagues and partners as we take the next steps in our growth plan."

ContactEngine has customers in multiple industries internationally, including in banking, insurance, retail, telecommunications and utilities, with clients like Verizon, Virgin Media, TELUS, British Gas, Sky and Whirlpool.

Dr Mark K. Smith, CEO of ContactEngine, commented: "We are deeply committed to supporting our customers throughout their journey with us, and we're confident James will help us grow in our target customer base. He has a very successful track record in customer-focussed executive leadership, and we're thrilled to have him on board."

About ContactEngine

ContactEngine is the next generation Customer Engagement Hub technology that enables brands to proactively engage customers in AI-driven conversations to fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers - saving clients millions and making their customers happier. For more information, visit: www.contactengine.com

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