

YOU ARE INVITED!

Wednesday, March 21, 2018

1871 at Merchandise Mart Plaza, Suite 1212, Chicago

Registration and Networking 6:00PM + Program 6:30PM - 8:00PM

Customer Service Technology: "Evolution and Current Trends for Improving the Customer Experience"



Presentation Sponsor: Quiq www.goquiq.com



Presenter: Chris Albro, Sr. VP of Sales, Quiq

Chris has held management and contributor roles across the full cloud software / service customer lifecycle, including business development & pre-sales, professional services, and customer success. He has over a decade of experience in the customer experience and contact center space. Having worked at Zendesk, Oracle, and RightNow, and Guthy-Renker, Chris is extremely knowledgeable about the technologies that can be used drive successful customer engagements.



Panelist: Rudy Pamintuan, Managing Director of Sherman Worldwide

Rudy's firm provides clients with professional and advisory services in opportunity development, international affairs, technology, film, security, and cryptocurrency. Rudy has led the firm's efforts for the U.S. Department of Defense, Department of Energy, Space and Naval Warfare Systems Command, Marine Corps Forces Special Operations Command, Department of Agriculture and the Environmental Protection Agency.



Moderator: Brooke Saucier, Knektar

A specialist in searching in extraordinary places, Brooke Saucier has been a network connector since before he even knew it. Brooke loves providing his Knektar services to help find business partners, investors, ideas and, especially, customers for his vast array of clientele.

**Admissions: \$5 NCSA-CL Members (Memberships available on site),
\$10 for 1871 Members and \$20 General Public – cash or credit accepted**

RSVP by Friday, March 19th by 5PM CST to ncsachicagoland@gmail.com

Hosted wine, beer and soda ~ plus complimentary snacks.

We're at your service!