

## Kevin Panozza

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### *Global thought leader on Customer and Employee Engagement*

Kevin Panozza's strong personal convictions about creating stimulating work environments and empowering cultures have been the driving force behind his success.

Kevin founded Salesforce with advertising agency DDB in 1994 and built it into the most successful, outsourced customer contact business in the APAC region before it was sold in 2005 and he resigned as CEO in 2007.

Under his guidance, Salesforce achieved a global reputation for deploying emerging technologies and new techniques for customer and employee engagement. In 2007 it was recognised as one of the top six employers in Asia.

In 2009, Kevin cofounded Engage P/L with Aaron Panozza to deliver Cloud-based customer contact solutions to regional enterprise customers. This business also achieved rapid success and was acquired by LivePerson, Inc. in 2012.

Kevin is an inspirational and entertaining keynote speaker who challenges audiences to recognise the need for dramatic and immediate change in the way that new marketplace consumers are engaged. Supported by a dazzling multimedia display, Kevin makes a strong case for serious focus on employee engagement and the need to connect with all customers in their channel of choice.

Between 2011 and 2014, Kevin was a keynote presenter on four continents.

At a Customer Contact event in Dallas, he scored 4.9 out of 5 in front of 1,000+ executives.

As one of the most popular speakers of the last 10 years, he was invited to re-present his 8 Enemies and 8 Champions of Employee Engagement at the 10th Anniversary HR Summit in Singapore, attended by more than 4,000 people.

In 2013, he hosted and presented at Aspire in London. This customer engagement event attracts senior people from many of the largest telcos and financial institutions in the UK and Europe. He was then invited to speak with the leadership team of News International at their Central London headquarters.

As well as his many speaking engagements, Kevin is frequently invited into boardrooms in Australia and around the world to challenge and advise executives on employee and customer engagement.



## Client testimonials

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“ What a gifted presenter. People were blown away by Kevin - he is such a showman and his multi-media presentation was fantastic. I would have him again 100 times over. He lifted the mood of the room.

- *E-Matrix Training*

“ Absolutely brilliant. I wish Kevin could have talked for longer. He was by far, for me, the best thing about the Symposium. A whole morning, just with Kevin, would have been fabulous so that we could have dug deeper into all of the things he was talking about. As a speaker, he was totally engaging and inspirational - his presentation material was brilliant. I could not fault it, except that it was too short!

- *SOCAP Australia*

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