

JOEY COLEMAN

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When organizations like Whirlpool, NASA, Volkswagen Australia, the World Bank, and Zappos need to boost their customers' experience, they call on Joey Coleman for assistance.

For nearly twenty years, Joey has helped organizations retain their best customers and turn them into raving fans via his entertaining and actionable keynotes, workshops, and consulting projects. His *First 100 Days*® methodology helps fuel the successful customer experiences his clients deliver around the world. In his *Wall Street Journal* #2 best selling book, *Never Lose a Customer Again*, Joey shares strategies and tactics for turning one-time purchasers into lifelong customers - while dramatically increasing profits along the way.

As a recognized expert in customer experience design and an award-winning speaker at national and international conferences, Joey specializes in creating unique, attention grabbing customer experiences. He works with companies ranging from ranging from small start-ups to large Fortune 500s, with hundreds of mid-size businesses in between.

Joey developed his narrative skills as a criminal defense trial attorney, advised and counseled Fortune 500 companies as a business consultant, honed his communications and messaging skills at the White House, and did things for the U.S. Secret Service and the CIA that he can't talk about publicly! :-)

His design and artwork has been displayed in museums, featured in juried shows, and graced publications in the U.S. and abroad. When not traveling the world (48 countries and counting) for keynote presentations, client workshops, and quality beach time, Joey enjoys spending time in the mountains of Colorado with his wife and two young sons.



MICHELLE JOYCE

— SPEAKERS —

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