

Profile



Michael Jeremy Brandt

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- 2012-2019 Group Vice President CX Management at ABB Group, Zürich with global responsibility for complaint management and Voice of the Customer.
- Long track record in Project Management, Service Sales, Customer Care, Complaint Management and Customer Feedback Management (VoC).
- 25 years of B2B experience, particularly in Europe and Asia
- Certified Customer Experience Professional (CCXP)
- Focus areas: Voice of Customer (NPS, CSAT, CES), Complaint Management, Customer Journey Mapping and Customer Feedback Management.

Qualifications

- Certified Customer Experience Professional . CCXP
- NPS 2 Practitioner
- DGQ Quality Manager
- MoR . Management of Risk Practitioner

Linkedin Profil: [linkedin.com/in/michael-brandt-ccxp-9512a33](https://www.linkedin.com/in/michael-brandt-ccxp-9512a33)

Languages

- English (Native)
- French (Native)
- German (Fluent)
- Italian (Good)
- Japanese (Basic spoken)

Speaking Engagements

- Guest Lecture ZHAW School of Management & Law - "Service Excellence in B2B" Certified Customer Experience Professional
- Customer Experience World (CEW) - London
- Satmetrix NPS Conference . London

Interviews

- Customer Contact Week Online (CCW) 2018: "Customer Feedback: The Ticket to CX Improvement"
- %Do companies care about your opinion as a customer?+Vantta on [Youtube](#)

Publications

- Customer-oriented Issue Resolution as a Market Differentiator (2015 American Society for Quality India Pvt (Transforming India through Quality Leadership)

Noteworthy Projects

- Development of a customer feedback process and tool for a large multinational corporation, increasing NPS from 16 to 45 over a period of 4 years.
- Designed and delivered a customer awareness training programme across a global organisation reaching over 35'000 staff in 18 months.
- Successfully managed the further development of a global customer complaint management tool and process.
- Designed and delivered a programme of workshops to instil customer-facing staff with a heightened sense of customer focus across a global division
- Led project to establish standardized end-to-end customer issue resolution process in a global organization.

Others

- Judge DACH CXA Customer Experience Awards 2020
- Judge European Customer Centricity Awards

Availability

Available immediately

For permanent or temporary employment as Chief Customer Officer / Head of Customer Experience / Director of Customer Experience

On a project or task-related basis for:

- Creation or review of Customer Experience Strategy
- Creation or review of a Customer Feedback programme (VoC) with back-end components (i.e. follow-up processes, etc.)
- Execution and moderation of Customer Journey Workshops
- Creation and implementation of a complaint management programme
- Customer Experience training courses