

2023 CCWOMEN SUMMIT AT LAS VEGAS

Post-show report

CAESARS FORUM | LAS VEGAS, NV | JUNE 19, 2023



THANK YOU TO OUR SPONSORS

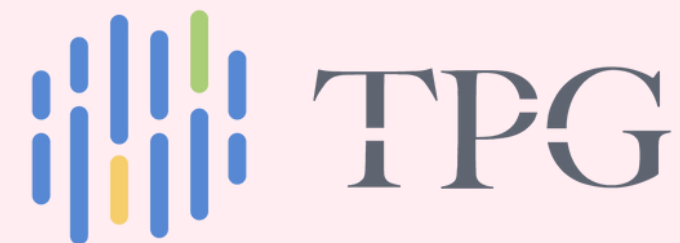
AMELIA[®]



Google Cloud



Medallia



HI, WE'RE CCWOMEN

**OUR MISSION IS TO
REVOLUTIONIZE THE CUSTOMER
CONTACT INDUSTRY, ONE
WOMAN AT A TIME.**

We're here to build a stage for you to stand on.

In 2018, at the height of the #MeToo movement, Founder and Principal Sandy Ko saw a need for a space for women to gather. She founded CCWomen with a brunch, and it quickly grew into a growing community of women who help one another reach their goals. With live and virtual events, cutting edge content, and our newly launched Membership Platform, you can now access CCWomen programming all year round. This report is powered by your feedback and participation in our community. We can't wait for you to see what's next.



HERE'S HOW WE DID



sessions.



speakers.



attendees.

topics we covered:

pay equity

building confidence

saying "no"

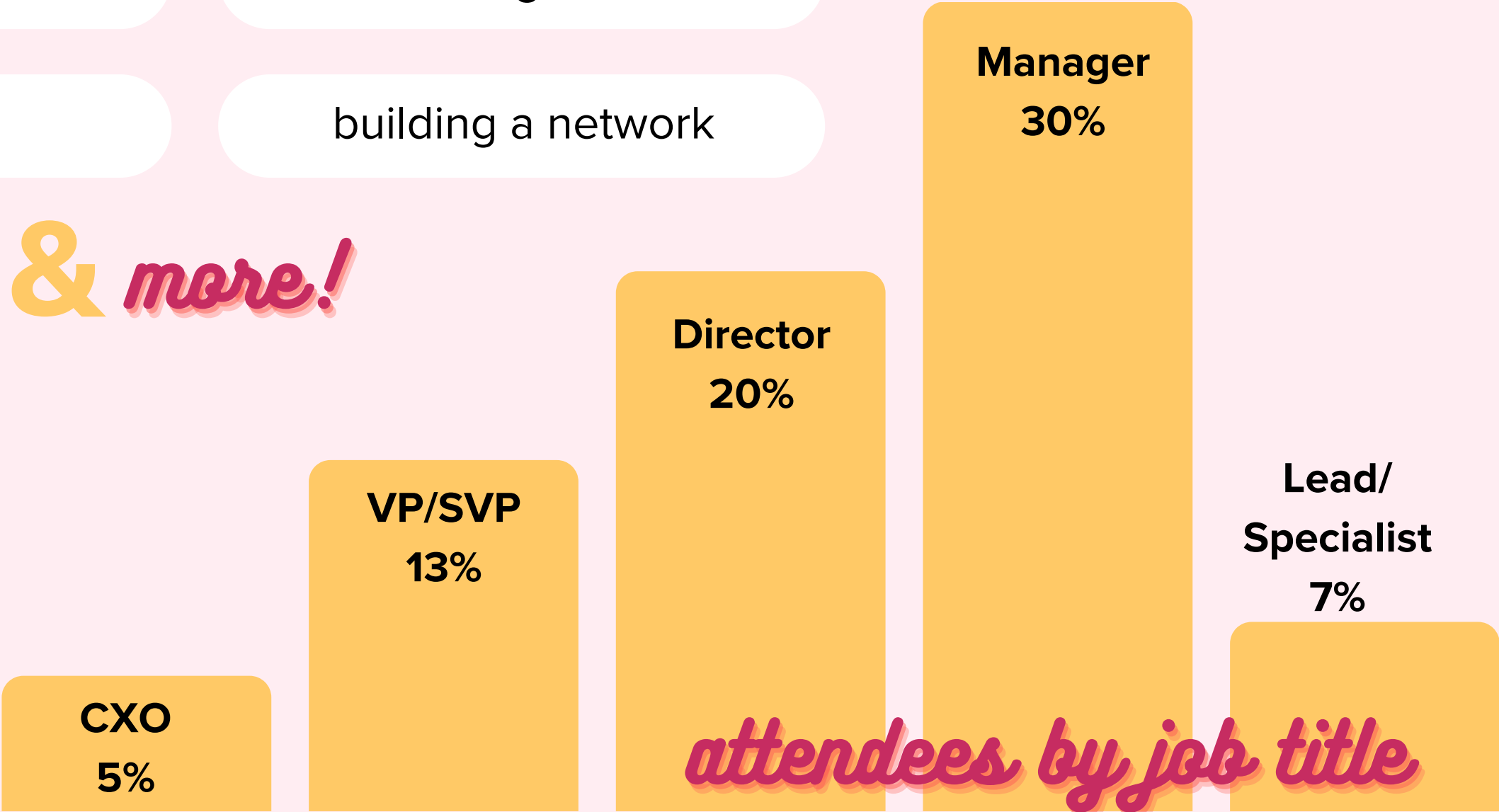
overcoming obstacles

allyship

building a network

& more!

Our 2023 theme:

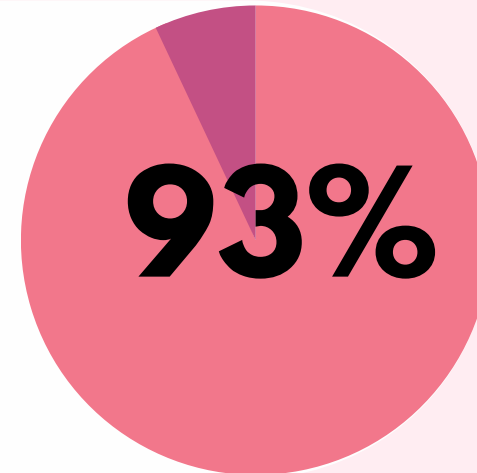


attendees by job title

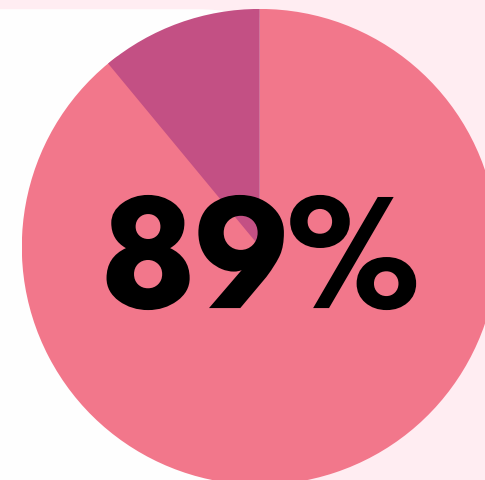
HERE'S HOW WE DID

Attendees who...

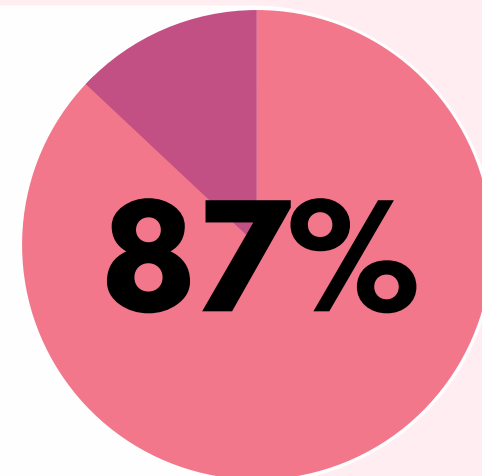
Are **very** likely to participate in CCWomen in the future.



Would **strongly** recommend CCWomen to a friend.



Found the CCWomen Summit to be **very** valuable.



We ♥ your feedback!

"Absolutely love the warmth and authenticity of this community!"

"I have way too many takeaways to write. It was wonderful. I want this every month. The panels are amazing. I love the woman stories and always walk away encouraged."

"I feel more confident about myself and have built more of a network today! It was amazing to engage with so many supportive women."

"The personal stories brought tears to my eyes and I'm excited to develop those relationships! "



HERE'S WHAT WE LEARNED



Dr. Fabiola Corvera-Stimeling
VP of Client Experience
Northwestern Mutual

On being a captain of your career:

"I feel imposter syndrome and self doubt the most when I step outside my comfort zone or take an uncommon path."



Diane Acevedo
SVP of Operations and CX
Gabb Wireless

On breaking cultural norms:

"In my culture, I was taught that I needed to take care of everyone else first. I had to deconstruct my cultural, societal, and self-imposed labels in order to rediscover who I was."



Stephanie Flint
VP of Training and Client Solutions
ResultsCX

On existing loudly:

"We are told as Black women not to be too aggressive. To not be like a man. I am too assertive, too forceful, I'm a bitch, I've heard it all. Keep being a disruptor. I'm proud to say that I am."



Rebecca Jones
SVP & General Manager
MosaiCX

On imposter syndrome:

"My head may be telling me I'm not good enough. But as soon as I can acknowledge this is happening, I can say, you know what, it's because I'm learning. It's because I'm right there. And I can keep going."

HERE'S WHAT WE LEARNED



Jacob Goodstein

Associate Director, Program Management
Chewy

On leveraging a diverse network:

"Why would you cut off X percent of the people that could help you? As an ally, if you have a token, you're broken. Diversify your network."



Tara Rosa

SVP, Director of Voice & Interaction
Platforms
Associated Bank

*On confronting trauma
and building confidence:*

"Once you can look yourself in the mirror, you can look anyone else in the eye."



Meena Vishnampet

Transformation Lead, AI Practice
Google

On existing loudly:

"Every morning I have to work on my affirmations.

Existing loudly = C3: courage, compassion, and confidence.

Reflect and write down your affirmations. Come back stronger."



Dr. Jasmine Escalera

Founder & Career Coach
Jasmine Escalera Coaching

On the power of saying no:

"A misused YES will just lead to resentment and anger. In order to live the intention I want, I have to believe that NO is the most important act of self-commitment imaginable."

HERE'S WHAT WE LEARNED



Judith Platz

2021 CCWomen Hall of Fame Inductee
Chief Customer Officer
SupportLogic

On women building up women:

"PMS...pale, male, and stale. That's what every corporate board used to look like twenty years ago. Never, ever get in the way of a woman trying to be better or do better."



Dr. Hui Wu Curtis

2021 CCWomen Hall of Fame Inductee
Co-Founder & COO
SupportU

On learning to celebrate yourself:

"Celebrate success by spending time with like-minded people. Be better about bragging. Be better about telling your story."



Shandra Richardson

Sr. Operations Officer, SVP
Greenfield Savings Bank

On sponsorship:

"My manager looked me in the eye and said, 'Why are you always sitting away from the table? If you are meeting with me, you are to be at my table. And if there isn't room, you bring a chair to that table.' I will never forget that moment."



Anita Harris

Director, Customer Experience
Broad River Retail

On leveraging a diverse network:

"Having a diverse network is what my life looks like everyday. It makes me a better leader, a better person in general. It helps me make sure my children will get a job once they graduate college."

CCWOMEN MEMBERSHIP IS HERE

What you've been waiting for.

Everything you love about CCWomen including incredible content, unparalleled networking, inspiring experiences, and more is now also available on our digital platform.

Become a CCWomen member now for access to:

- Inspiring and impactful exclusive content
- A network with like-minded colleagues
- Member-only discussion forums for peer-to-peer benchmarking
- CCWomen Book Club: Shelf Indulgence

Plus, there is so much more to come, including a mentor-matching service! Become a member now. Need to make a business case? Download our Ask Your Boss Toolkit for help.

BECOME A
MEMBER

ASK YOUR BOSS
TOOLKIT

First 3 months

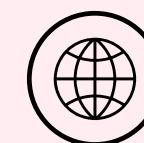
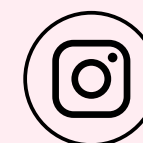
\$ **49** /mo

After 3 months

\$ **99** /mo



CONNECT WITH US



GET INVOLVED WITH CCWOMEN

Partner with us

Are you a vendor looking to get involved? We appreciate your support! Your organization can practice advocacy for women in our community through a variety of different mediums, from keynotes to brunches to branded swag.

Are you a woman or ally with a story to share? We are looking for actionable, value-packed speaking sessions from women who meet the moment. From podcast interviews to on-stage opportunities, we've got you covered.

Click below to get in touch. We'd love to partner with you!

[SPONSOR US](#)

[BE A SPEAKER](#)

Check out our content

Wondering how to [negotiate your salary](#)? Interested in current industry trends? Want to learn and be inspired? CCWomen's cutting edge content is your hub for year-round support, tools, and inspiration.

With articles, editorials, toolkits, and our own CCWomen Thirsty Thursday podcast, we have everything you need right at your fingertips!

Listen to our incredible podcast episodes, where we interview industry all-stars twice a month, or read our latest content pieces by clicking the links below. We can't wait to hear what you think!

[READ](#)

[LISTEN](#)

Join us in Nashville

Wednesday, October 11, 2023
Grand Hyatt, Nashville TN

The CCWomen Summit in Nashville will convene influential female executives and allies whose achievements are charting the course for contact center & CX teams around the world.

Join us as we discuss the most critical issues facing women in customer contact and business at large.

The CCWomen Summit welcomes women, allies, and everyone in between. Click below to register.

[REGISTER](#)

CONNECT WITH US

