

Consortium for Service Innovation
 Predictive Customer Engagement Team Meeting

Company	First Name	Last Name	Job Title
In Person			
Avaya	Carl	Knerr	Director of Services Adoption
Consortium	Melissa	George	Swarmer
Consortium	Kelly	Murray	Swarmer
Consortium	Greg	Oxton	Swarmer
Coveo	Laurel	Poertner	Head of Training Services
Eagle Investment Systems	Marianne	Simpson	Head of Knowledge Management
EMC	Rex	Martin	Chief Architect Advanced Proactive Services
EMC	David	Trotter	Senior Director
Ericsson	Basma	Al-Azzawi	Project Coordinator
Insights	Rob	Williams	Senior Product Manager
JPC Group	John	Custy	Managing Consultant
Oracle	Heather	Fox	product manager
PTC	Juhi	Bulchandani	Sr. Business Analyst
PTC	Jean-Christophe	Coynel	Technical Support Director
PTC	Pierre	Maraninchi	Customer Strategy Operations Director
PTC	Daniel	Nowitz	Data Analyst
Red Hat	Jeremy	West	Manager, Operations
Online			
Avaya	Russ	Brookes	Director of Knowledge Management
Avaya	Dale	Gundy	Director
Avaya	Beate	Hoffmann	Client Loyalty Program Manager
Avaya	Mike	Sale	Director Online Engagement
Dell Software	Monique	Cadena	KCS Sr. Advisor
Dell Software	Jerid	Johnson	Support Strategist
EMC	John	Ford	Global Service Knowledge Management Lead
Kaspersky Lab	Yuliya	Tikhomirova	Group manager of user experience and web analytics
Landmark Graphics	John	Bryant	Support Manager
Landmark Graphics	Cecilia	Estrada	Project Advisor
Landmark Graphics	Paul	Igo	Landmark Customer Support
McKinsey & Company	Thomas	Hawinkels	IT Learning
McKinsey & Company	Elena	Lochankova	IT Support Learning Manager
National Instruments	Christine	Egli	Section Manager, Digital Support
National Instruments	Brittany	Ladolcetta	ASE Admin
National Instruments	Serges	Lemo	ASE Programs Manager
National Instruments	Will	McKenna	Team Manager
NYCB	Nicole	Rega	Help Desk Manager
Red Hat	Mustafa	Mahudhawala	Director
Red Hat	Jacob	Watts	KCS Program Manager
Sage	Eric	Hall	Knowledge Specialist
Schneider Electric	Sachin	Sagar	Project Manager
Synaptic Software	Kaylea	Reed	Support Team Lead