

Long Bio

Simon Kriss, Chief AI Officer at simonkriss.ai is a sought-after keynote speaker and consultant. He is author of “The AI Empowered Customer Experience”, hosts podcasts on CX and AI and was named in the 2024 CX Top 50 Global Influencers to follow.

Based in Melbourne Australia, Simon is a CX and AI futurologist who presents to audiences around the world and works with company boards and C-suite executives to help them better understand where the AI opportunities lie for their businesses, and how they can get started with effective and ethical AI adoption. He is a divergent thinker who creates unique ideas and solutions, often finding the hidden opportunities for businesses to innovate now and win in the future.

Simon’s career in CX spans over 30 years and he has managed operations in Australia, New Zealand, Hong Kong, China, India, Poland, Ireland, UK, Malaysia, Singapore, Pakistan, Philippines, Indonesia, Japan, Canada and USA. His industry experience is as broad as its geography, working in banking, insurance, travel, FMCG, energy, government, telecommunications, business process outsourcing and more for global brands like Expedia, HSBC Bank and Cathay Pacific Airways.

Simon is a popular advisor and industry commentator, frequently authoring magazine articles, white papers and books on various topics.

Simon is also a highly acclaimed keynote speaker having presented across the globe on the impact of AI, customer experience essentials, enabling technology, industry trends, outsourcing, contact centres, and the future of CX.

Simon holds a Masters in Viticulture and Wine Technology from the University of Melbourne, a Certificate of Disruptive Strategy from the Harvard Business School and is a Graduate of the Australian Institute of Company Directors. He is also a lifetime member of the Auscontact Association.

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