

# AGENDA

The Intersection of Human Touch & AI in Elevating Customer Experiences

## Executive Dinner

### SPEAKERS



**Patrick van Kalken**  
CDO  
Nutreco



**Klaas Buist**  
Digital Director  
Visco



**Nick Amodeo**  
Group Data & Analytics  
Director  
TIP Trailer Services



**Filippo Scocco**  
Global Consumer  
Engagement &  
Personalization Manager  
Adidas



**Kanwar Singh**  
VP, Digital  
Transformation  
(Operations)  
Elsevier

**Sushma Earaiah**  
Chief Digital &  
Information Officer,  
Foods Europe & Global  
Marketing  
Unilever



**Gozde Toral Gursoy**  
Director, Data Strategist  
Philips



**Jordy Kuiper**  
Head of Customer  
Success Management  
Worldline



**James Adamczuk**  
CX Evangelist EMEA  
Zoom



**Sonja Radenkovic**  
VP UX Design  
TomTom

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**November 20, 2024**

6:00 PM-9:30 PM

Central European Time

The Intersection of Human Touch & AI in Elevating

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# Customer Experiences

In today's fast-paced digital landscape, the synergy between human touch and AI innovation is reshaping the way businesses connect with their customers. In this session we will dive into how leading organisations are seamlessly integrating the power of AI with the irreplaceable essence of human touch to create unparalleled customer experiences. We will discuss the dynamic intersection of empathy-driven interactions and artificial intelligence, paving the way for a new era in customer engagement.

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