



**Gerry Brown, aka The Customer Interaction Doctor (CID)** and his team at Cascadia Connections want to help diagnose and treat the causes of bad customer service that may be afflicting your customers and infecting your employees. Especially where ageing legacy systems, disconnected channels and siloed applications are causing your customers and employees to lose the will to live.

Gerry has provided organizational leadership on people development, business transformation, customer engagement and technology enablement for some of the largest companies in the UK, Canada, and EMEA. These include National Express, The Royal Albert Hall, Endsleigh Insurance, O2, Screwfix, Sage, Sky, Bell Canada and TELUS.

He is also a published author and his new book *When a Customer Wins, Nobody Loses* is available on Amazon to help business leaders to create winning and memorable customer experiences. Gerry is a Member of the Professional Speaking Association (PSA), the Global Speakers Federation (GSF), the Customer Experience Professionals Association and a Certified Customer Experience Professional (CCXP).

You can invite Gerry Brown to speak at your events and to share his ideas with you. The goal with each presentation is to inform, inspire and entertain in equal measure and to leave your audiences re-energized and rededicated to the tasks at hand.

To book your consultation you can call Gerry on 07798 932 355 or for a less urgent appointment he can be reached at [gerry-brown@cascadiconnections.co.uk](mailto:gerry-brown@cascadiconnections.co.uk)

