

Stacy Sherman

Humanizing Business & Leading With A Heart

Certified Customer Experience (CX) pioneer and Founder of DoingCXRight®, helping business leaders apply her 'Heart & Science' framework to improve customer and employee experiences while maximizing results. [Watch 1 min video.](#)

Stacy's been working at companies of all sizes where she increases loyalty, retention, and overall customer satisfaction through engaged employees, resulting in record-breaking Net Promoter scores (NPS), 6% revenue growth & \$2B portfolio protection. She's on a mission to ensure everyone is DOING, not talking about CX, so that REAL human connections & happiness exist. [Read full bio.](#)



[Speaker](#) [Forbes Writer](#) [Blogger](#) [Author](#) [Podcaster](#)



SUGGESTED TOPICS

- [Brand Loyalty](#): tactics to get repeat buyers & referrals
- [Diversity, Inclusion and CX](#): how it blends & why it matters
- [Company Culture](#): ways to elevate employee engagement
- [Effective Leadership](#): communication best practices
- [Measurements of Customer Happiness](#): NPS isn't enough
- [Journey Mapping](#): what, who, when, how, why do it
- [Voice of Customer](#): how it can be your game changer
- [Digital & Mobile](#): tactics to create enjoyable user experiences
- [Patient Experiences](#): how CX applies to the medical industry
- [Inspirational Topics](#): lessons growing up w/ Wallstreet Mom

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MORE ABOUT STACY

- Mom to 2 kids & 1 furry one
- Backgammon player & competed globally
- Host [Women Leaders Making a Difference](#) community
- CX Board advisor at 10 universities
- Lifetime learner: [BSBA+MBA Marketing + CX Certified](#)
- CX Awards Judge 2020+2021 ~ [ARCET](#)