

## Net Promoter System

Net Promoter Scoring is part of an overall systematic approach to improving customer experience. This presentation will cover the overall system of receiving voice of customer feedback, developing insights, sharing this feedback, and making actionable change.

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Bruce Westendorf is the Director of Customer Experience for Frontier Communications with over 20 years of experience in telecommunications and consulting. He has extensive experience in the design, deployment, and ongoing growth of customer experience programs. Previously he has held positions in Corporate Strategy, Telecommunications Management and IT consulting. He received his Bachelors degree in Computer Science and Electrical Engineering from the University of Wisconsin and a Master of Business Administration from Regis University.