

**“ARTIFICIAL INTELLIGENCE ISN'T JUST A TECHNOLOGICAL REVOLUTION; IT'S A CATALYST FOR HUMAN-CENTRIC INNOVATION IN CUSTOMER EXPERIENCE.”**

# CHRIS GILLEN

## CEO | SPEAKER | #AICX FUTURIST

Chris is a visionary leader at the forefront of integrating artificial intelligence with human-centric business practices. As a sought-after speaker and consultant, he bridges the gap between cutting-edge AI technology and historical innovation paradigms, always emphasizing the crucial role of human experience.

Chris's unique approach combines his deep understanding of AI's potential with a passionate focus on emotional intelligence in leadership and organizational culture-building. His talks inspire audiences to reimagine their approach to AI, turning it from a mere tool into a catalyst for creating more empathetic, efficient, and successful business ecosystems.



## SAMPLE PRESENTATION TOPICS

### KEEPING YOUR BRAND'S HUMAN TOUCH IN AN AI-DRIVEN WORLD

This presentation explores the balance between AI-driven automation and human interaction in customer service. It examines AI's role in streamlining tasks and its limitations in understanding nuanced customer needs. The talk highlights how human touch can be a powerful brand differentiator in an increasingly automated world and strategies for effectively integrating AI while maintaining empathetic customer connections. Business leaders will leave ideating ways to create seamless, satisfying customer experiences that drive long-term success and foster emotive brand loyalty.

### WHAT THE STEAM ENGINE CAN TEACH US ABOUT AI

Chris draws parallels between the Industrial Revolution and today's AI revolution, offering historical insights for navigating technological change. He examines early discussions on disruptive technologies, inevitable mass disruption, and post-change growth potential. Percival's story - a craftsman during the steam engine's rise - illustrates adaptation challenges. By highlighting AI's current industry impact and emphasizing preparation, this historical perspective equips leaders to understand AI's transformative effects on business and society.

### 7 WAYS AI WILL FOREVER TRANSFORM CX

AI's transformative impact on customer experience (CX) is explored through seven key areas revolutionizing customer interactions. The presentation covers AI applications ranging from hyper-personalized services to real-time language translation. It showcases how AI enables more intuitive, efficient, and personalized customer experiences. Sustainability's role in brand preference is also addressed. This insightful overview provides the audience with the knowledge to leverage AI's potential in today's rapidly evolving CX landscape.

### FACTORS SHAPING THE FUTURE OF THE US ECONOMY

Five critical factors reshaping the US economy's future are explored in this insightful presentation. It examines how recent events and technological advancements are influencing consumer behavior, workforce dynamics, and business operations. Analyzing demographic shifts, evolving attitudes, and emerging technologies, it offers valuable perspectives. The audience gains insights to navigate the changing economic landscape and prepare for future trends and disruptions in today's dynamic business environment.

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Chris Gillen's visionary approach to customer service using emotive loyalty challenges conventional wisdom, inspiring innovation and pushing boundaries. His insights at our e-commerce summit left us energized and eager to reimagine our customer relationships.

**George Burt**  
COO, [ShopGoodwill.com](http://ShopGoodwill.com)



Chris's unique ability to distill complex topics into accessible insights makes him a standout speaker at global industry gatherings, with his contributions being a big part of these events' success. His presentations challenge executives to think differently, regardless of their background. He is consistently rated among our most popular presenters, for his cutting-edge, enlightening talks that energize audiences and drive innovation.

**Peter Ryan**  
Co-founder and Partner,  
CxOutsourcers



Chris brings AI to life on stage with contagious energy. His presentations blend real-world examples and forward-thinking strategies, making AI's potential tangible for diverse audiences. His audiences leave informed and inspired to leverage AI in their own endeavors.

**Isobel Rogers**  
Client Engagement Director, [Cloudbase](http://Cloudbase.com)  
Cloudbase Partners

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