

"We had the pleasure of working with Julia at our People Summit. Her insights into customer-centricity, journey management, and the power of brands like Disney and Airbnb captivated our audience.

She brought a perfect mix of strategic thinking and practical examples, leaving attendees inspired and equipped with actionable takeaways. Highly recommended!"

Marijke Coetzee,
Marketing Director
Vukile Property Fund

JULIA AHLFELDT, CCXP

KEYNOTE SPEAKER | CX & AI STRATEGIST | LEADERSHIP ADVISOR

Julia Ahlfeldt is a globally recognized expert in customer experience (CX) and a Certified Customer Experience Professional (CCXP). She advises Fortune 500 companies—including JP Morgan, American Express, and Virgin—on integrating AI and customer-centricity to drive business success.

As a keynote speaker, Julia brings fresh perspectives on AI-driven CX transformation, leadership alignment, and proving ROI through Return on Experience (ROX). Her talks inspire executives and teams with real-world strategies, compelling storytelling, and practical takeaways for embedding customer-centric innovation into business strategy.

WHY CHOOSE JULIA

GLOBAL CX & AI EXPERTISE

TAILORED & STRATEGIC CONTENT

ENGAGING & ACTIONABLE DELIVERY

LEADERSHIP ALIGNMENT FOCUS

EXAMPLE TOPICS

- AI & Customer-Centricity: The Future of CX Leadership
- Beyond Customer Satisfaction: Creating Meaningful & Measurable Customer Experiences
- Return on Experience (ROX): The Real Business Impact of Customer Experience
- Bridging the Leadership Gap: Aligning Executives for Customer-Centric Transformation
- AI-Powered Customer Journeys: Balancing Empathy and Technology

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