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Jeannie Walters - Long Bio

(190 words)

Jeannie Walters is an award-winning customer experience expert, international keynote speaker, and Founder of Experience Investigators, a firm that's pioneered helping companies increase sales and customer retention through elevated customer experiences.

Trailblazing the movement from "Reactive Customer Service" to "Proactive Customer Experience," Jeannie is considered the leading authority for improving both employee and customer relationships. A Certified Customer Experience Professional and charter member of the Customer Experience Professionals Association, Jeannie's worked with numerous Fortune 500 companies including Orangetheory Fitness, SAP, Comcast, and JPMorgan Chase.

As a Professional Member of the National Speakers Association, Jeannie has spoken to tens of thousands of people across three continents on the power of proactivity to increase brand loyalty.

A sought-after business coach and educator, Jeannie's partnered with MarketingProfs as a Masterclass Instructor and has had over 500,000 people go through her courses on LinkedIn Learning. She launched CXI Flight School™ in 2023 to connect overwhelmed leaders with guided support and education.



Passionate about demystifying the process for improving customer experience, Jeannie has published thousands of articles, and her insights have been featured in Forbes, The Chicago Tribune, Wall Street Journal, and many more.

Jeannie Walters - Short Bio

(114 words)

Jeannie Walters, CCXP is an award-winning customer experience expert, international keynote speaker, and Founder of Experience Investigators, a firm helping companies increase sales and customer retention through elevated customer experiences.

Trailblazing the movement from “Reactive Customer Service” to “Proactive Customer Experience,” Jeannie is considered the leading authority for improving both employee and customer relationships.

Jeannie is a charter member of the Customer Experience Professionals Association, having worked with numerous Fortune 500 companies including Orangetheory Fitness, SAP, Comcast, and JPMorgan Chase; an educator whose LinkedIn Learning courses have been watched by more than 500,000 learners; and a Professional Member of the National Speakers Association, speaking to tens of thousands of people across three continents.

Ways to Connect with Jeannie Walters

- Email: jeannie@ExperienceInvestigators.com
- Website: <https://experienceinvestigators.com/>
- YouTube: <https://bit.ly/jeannieyt>
- Twitter: <https://twitter.com/jeanniecw/> | <https://twitter.com/expinv>
- Facebook: <https://facebook.com/experienceinvestigators/>
- Instagram: <https://www.instagram.com/jeanniewalters/> | <https://instagram.com/experienceinvestigators/>
- LinkedIn: <https://linkedin.com/in/jeanniewalters/> | <https://www.linkedin.com/company/experienceinvestigators/>
- LinkedIn Learning: <https://bit.ly/jeannieli>

Other Resource Links

Jeannie's Media Content

- The Experience Investigators Learning Center: experienceinvestigators.com/learning-center/
- Watch Jeannie's Archive of Educational Live Videos: bit.ly/jeannieyt
- Experience Action Podcast: experienceactionpod.com
- CXI Flight School™: cxiflightschool.com

Jeannie's LinkedIn Learning Courses

- Jeannie's Instructor Profile – bit.ly/jeannie-lil
- Creating a Positive Customer Experience – bit.ly/positive-cx-lil
- Customer Service Blueprinting – bit.ly/lilblueprint
- Customer Experience: Journey Mapping – bit.ly/liljourneymap
- Customer Journey Mapping: Case Study in Action – bit.ly/lilcasestudy
- Customer Experience (CX) Foundations – bit.ly/lilcxfoundations
- Customer Experience (CX) Trends – bit.ly/lilcxtrends

Downloadable Guides, Workbooks, Checklists & More

- Get a year of free Customer Experience Resources – YearofCX.com
- Join the 21-day CX Challenge – bit.ly/21daycxchallenge
- Try the Customer Lifetime Value & Key Metrics Calculator – bit.ly/clvmetrics
- Download the free CX Success Statement Workbook – bit.ly/cx-success-workbook
- Download the free CX Mission Statement Workbook – bit.ly/cx-mission-workbook
- Get the Customer Journey Mapping Workbook – bit.ly/cjmworkbook
- Get our Interactive Customer Journey Mapping Template – bit.ly/cjm-template
- Get our Customer Journey Storyboarding Template – bit.ly/journey-storyboard
- Get the Employee Journey Map Template – bit.ly/ejmtemplate
- Get the FREE Customer Listening Assessment Guidebook – bit.ly/customer-listening

- Get the FREE Customer Interview Guidebook – bit.ly/ciguidebook
- Get the CX Leaders’ Reflection & Planning Questionnaire – bit.ly/cxquestions
- Download the free SMIRC Goals Checklist – bit.ly/smirc-checklist
- Download the free CX Charter Guidebook – bit.ly/cxcharter
- Get the free CX Meeting Agenda & Guidebook – bit.ly/cxagenda
- Download the free CX Prioritization Guidebook – bit.ly/cxpriority