

Bio, Ways to Connect, & Resources

[Jeannie Walters - Title](#)

[Jeannie Walters - Long Bio](#)

[Jeannie Walters - Short Bio](#)

[Ways to Connect with Jeannie Walters](#)

[Other Resource Links](#)

[Jeannie's LinkedIn Learning Courses](#)

[Downloadable Guides, Workbooks, Checklists & More](#)

Jeannie Walters - Title

Jeannie Walters

CCXP, CSP, CX Speaker and CEO of Experience Investigators

Jeannie Walters - Long Bio

(217 words)

Jeannie Walters, CCXP, CSP, is an award-winning certified customer experience expert, author, CEO, and international keynote speaker who does more than cite examples, she shows you how to implement strategies for real results.

As the Founder of Experience Investigators, Jeannie and her team bring more than 20 years of experience making a lasting impact across a broad set of industries—from healthcare and highly regulated financial and insurance environments, to higher education, software, and hospitality. She has led transformative efforts for a diverse roster of brands, including JPMorgan Chase, SAP, BASF, PG&E, Orangetheory Fitness, Comcast, and more.

Jeannie reveals how any leader can win with her proven method to drive performance, retention, and revenue by making customer experience their greatest competitive advantage in her upcoming book, [*Experience Is Everything: Making Every Moment Count in the Age of Customer Expectations*](#).

Jeannie is recognized as one of the most influential voices in the industry by sources such as LinkedIn. More than half a million learners have taken her LinkedIn Learning courses, and in 2023 she launched [CXI Membership™](#) to provide overwhelmed leaders with guided support and practical tools that drive real progress.

Jeannie's insights—featured in *Forbes*, *NPR*, *The Chicago Tribune*, *The Wall Street Journal*, and more—highlight her passion for demystifying customer experience and helping organizations make every moment count.

Jeannie Walters - Short Bio

(157 words)

Jeannie Walters, CCXP, CSP, is a certified customer experience expert, author, CEO, and international keynote speaker who does more than cite examples, she shows you how to implement strategies for real results.

As the Founder of Experience Investigators, she brings more than 20 years of impact across industries—from healthcare and regulated financial services to higher education, software, and hospitality. She has led transformative efforts for brands like JPMorgan Chase, SAP, BASF, PG&E, Orangetheory Fitness, Comcast, and more.

Her upcoming book, [*Experience Is Everything*](#), reveals how leaders can boost performance and revenue by making customer experience their greatest competitive advantage.

Recognized as a top industry voice, Jeannie has reached more than half a million learners through her LinkedIn Learning courses and created [CXI Membership™](#) to provide practical, guided CX support for busy leaders. Her insights, featured in *Forbes*, *NPR*, *The Chicago Tribune*, and *The Wall Street Journal*, reflect her mission to help organizations make every moment count.

Ways to Connect with Jeannie Walters

- Email: jeannie@ExperienceInvestigators.com
- Website: <https://experienceinvestigators.com/>
- YouTube: <https://www.youtube.com/@jeanniewalters>
- 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/jeannielil>

Other Resource Links

- 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 Membership™: cximembership.com
- Order the book *Experience Is Everything: Making Every Moment Count in the Age of Customer Expectations*: experienceiseverythingbook.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

- Try the Customer Lifetime Value & Key Metrics Calculator – bit.ly/clvmetrics
- Download the CX Success Statement Workbook – bit.ly/cx-success-workbook
- Download the 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 Customer Listening Assessment Guidebook – bit.ly/customer-listening
- Get the Customer Interview Guidebook – bit.ly/ciguidebook
- Get the CX Leaders' Reflection & Planning Questionnaire – bit.ly/cxquestions
- Download the SMIRC Goals Checklist – bit.ly/smirc-checklist
- Download the CX Charter Guidebook – bit.ly/cxcharter
- Get the CX Meeting Agenda & Guidebook – bit.ly/cxagenda
- Download the CX Prioritization Guidebook – bit.ly/cxpriority