



James D. Feldman CSP, CITE, CPC, CPIM, CPT, PCS

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www.shifthappens.com www.jfainc.com

A Practitioner Who Speaks

Jim offers real-world experience from a diverse client base of leading global companies as well as emerging organizations striving to become #1 with their Customers and employees..

Your audience will leave with the solution tools they need to get their jobs done faster, and better, by stimulating an increased level of collaboration through increased Customer satisfaction, improved leadership skills, and employee attitude adjustment.

Jim will provide a practical, humorous, disciplined guide to making Customer Service innovation a reality within your organization – helping you to achieve profitable, sustainable growth.

**It's all about UNCOMMON,
Common Sense**

D-A-T-I-N-G Your Customer®

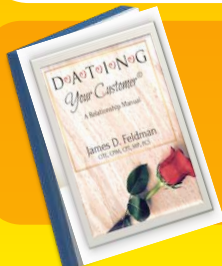
Keynote • Workshop • Breakout • Consulting
It's all about how you *Dazzle • Anticipate • Treat*
• Innovate • Nurture • Guarantee your Customers.

My BASF client said it best...

Gail Englesbe Sr. Operations Manager

I had the distinct pleasure of working with Jim during International Customer Service Week. Jim was our organization's keynote speaker for BASF's Customer Care Summit. Jim's innovative and creative mind enabled him to communicate to every level of the organization. He truly captures his audience and keeps their attention delivering powerful and thought provoking dialogue.

Jim delivered his speech at three Customer Care hubs for BASF, I received feedback such as "the best speaker we've ever been exposed to", "I'm going to use his tips right away", "Jim really gets it". **"I highly recommend Jim and would hire him again for any type of keynote speaking engagement."**



Latest Book Release: D-A-T-I-N-G Your Customer®

A Relationship Manual that provides a guide to exceeding your Customers' expectations, increasing the bottom line, and retaining both external and internal customers in a relevant and easy to understand guide.

Clients Include:

