

MediaKIT

# Blake Morgan was called “The Queen of CX” by Meta.



## Meet Blake

She is a keynote speaker and customer experience futurist and author of two books on customer experience. She’s a board member of customer service AI software [Minerva](#). Her bestselling second book is called “[The Customer Of The Future: 10 Guiding Principles For Winning Tomorrow’s Business](#)” (HarperCollins), identified by Business Insider as one of the top 20 books executives are reading to deal with COVID-19. In 2021 the book won a top 5 spot on Book Authority’s list of the “Top 100 Future Of Technology Books of All-Time.” She was called one of the [top 40 female keynote speakers](#) for 2020 by Real Leaders Magazine. Her first book was “[More is More: How The Best Companies Work Harder And Go Farther To Create Knock Your Socks Off Customer Experiences](#).” She has worked with Comcast, Allstate, Genentech, Accor Hotels, Accenture, Adobe, Cisco, Parker Hannifin, Ericsson, Verizon, and more. Blake is a guest lecturer at Columbia University, the University of California, San Diego as well as adjunct faculty at the Rutgers executive education MBA program. Blake contributes to Forbes, the Harvard Business Review and Hemispheres Magazine. She is the host of The Modern Customer Podcast. She lives in the Los Angeles Area with her husband, their two children and two dogs.



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Blake MORGAN

## Media Coverage

Customer Experience Futurist  
Keynote Speaker  
Author

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The Modern Customer Podcast