

John Romeo Presenter Bio:

John Romeo is a Digital Transformation Consultant with NICE CXone. John brings over 25 years of experience and has worked with Fortune 100 companies to provide Contact Center consulting that has allow them to establish business continuity and improve business processes. John has authored several industry blogs, podcasts and public relations articles on Digital Transformation and the Customer Experience. John is highly regarded by his peers and customers as a leading expert in Contact Center and Voice Technologies.