

## Press Clipping

Title: CXM

Month: December 2019

### CXM's Top 50 CX Stars

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We are in the midst of an age in which instant information is creating ever more savvy consumers.

As we enter a new decade, customers are ever more influenced by their experiences of a brand when considering a purchase. The role of Customer Experience as a profession, therefore, is so much more important than it has

ever been before.

Meanwhile, for businesses to really get to know how customers behave, think, and feel, there are a growing number of CX influencers who continue to coach, guide, and inspire both company executives and the next generation of professionals to return customer centricity to the heart of their operations.

In celebration of these CX Stars operating here in the UK, Customer Experience Magazine presents a list of our Top 25 CX Influencers and Top 25 CX Professionals of 2019.

These are the people making a significant impact in Customer Experience, and who deserve to be celebrated. They will be the ones to watch as we enter 2020.

Some of our stars you will know, and others you certainly will know soon, as they continue on their career paths. Our researchers have ranked these CX Stars based on criteria including their achievements, industry activity and their influence within the UK CX sphere.

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In the New Year, we will profile our Top 10 Influencers and Top 10 Professionals in more detail, offering you further insight into the amazing work they do. As CX matures from a buzzword to a vital professional realm, we are proud to be able to acknowledge those who are pioneering and making a difference. We can't wait to see how these inspirational CX leaders grow, and look forward to discovering who will emerge to join them as CX Stars in 2020!

Directly below is our Top 25 CX Professionals list.

Scroll down further or [click here to jump directly to our Top 25 CX Influencers](#)

# TOP 25 CX PROFESSIONALS

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Name: **Sabrina Gross**

Role: **Customer Success Director at Vizolution**

With global experience and a passion for customer centricity, Sabrina leads a team which engages with customers from pre-sale stages and right the way through the entire journey.

This ensures they can maximise the full value of the tech solutions offered by Swansea-based Vizolution.

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