

Driving CX Through EX: Leveraging Your Best Experience Drivers (Your People)

Kieran Layton
HR Product Development Manager
McDonald's



Driving CX Through EX

Leveraging your best experience drivers



(your people!)





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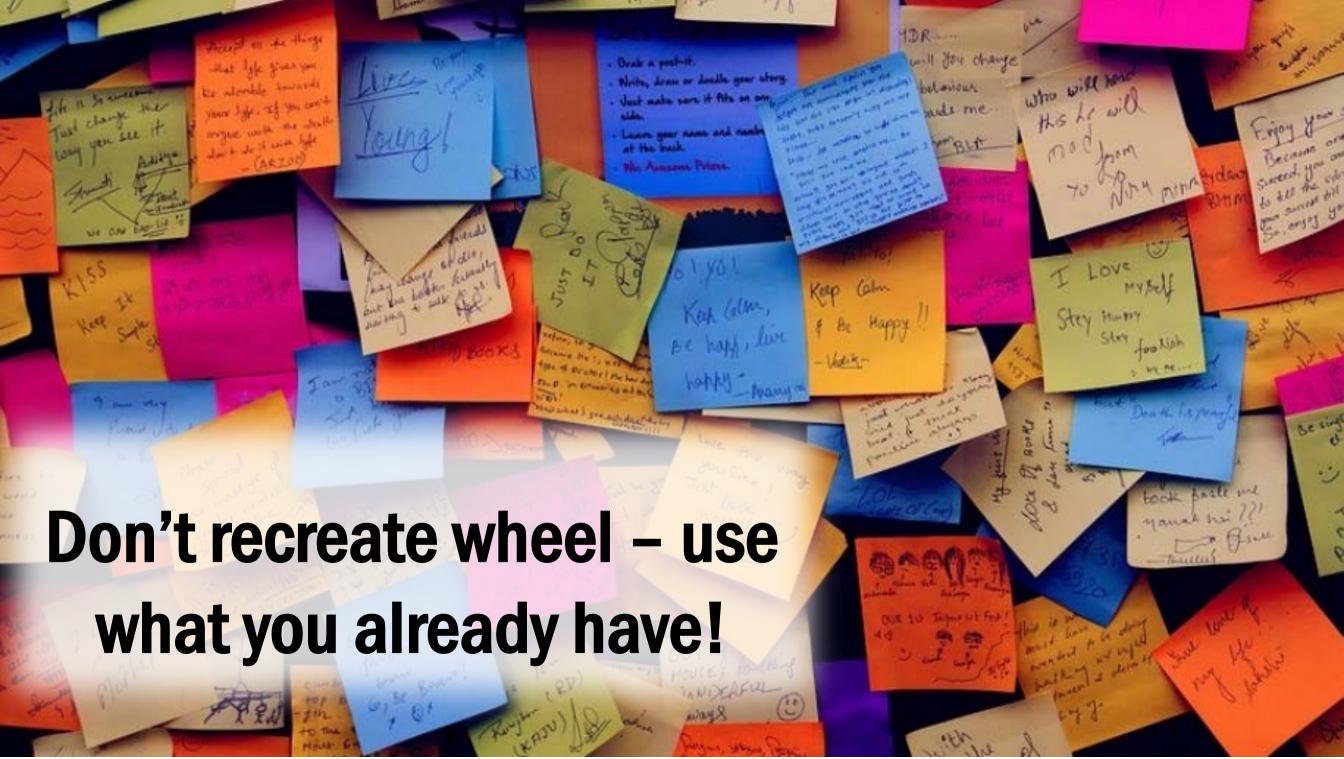
Current role: HR Product Manager at McDonald's

Experience enthusiast with a thing for giant global brands

Bookworm, cinephile, wanderlust victim, fitness junkie, social butterfly, blossoming triathlete

Proud dog step-dad









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