



CUSTOMER & EMPLOYEE EXPERIENCE

TERNATIONAL CONFERENCE

— 30.05.2024 —

DoubleTree by Hilton

AGENDA

SPONSORS





























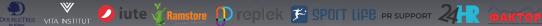












CONFERENCE Agenda



08:00 AM - 09:00 AM



REGISTRATION

NETWORKING & COFFEE

9:00 AM - 9:15 AM

WELCOME NOTE



HRISTINA VELKOVSKA, President of MACEX

9:15 AM - 09:35 AM

WHAT IS EMPLOYEE EXPERIENCE AND HOW CAN YOU OPERATIONALISE IT?



CHRISTINA DOLDING, The Colleague and Customer Experience Company, United Kingdom

09:35 AM - 09:55 AM

INTERNATIONAL BEST PRACTICES EXAMPLE: DRIVE CX COMMUNITY TO ENHANCE CUSTOMER EXPERIENCE



BARBARA BAMINGER, Head of Experience Management and Transformation, Al Telekom Austria AG

09:55 AM - 10:15 AM

BRINGING COLLEAGUES ALONG FOR THE JOURNEY! A GUIDE TO ENSURING EVERYONE WITHIN YOUR ORGANISATION IS ONBOARD WITH CUSTOMER EXPERIENCE



SCOTT LEE HOLLOWAY, Voice of the Customer Manager at APS Bank, Malta

10:15 AM - 10:35 AM

BEE SUPPORTIVE IN SUPPORTIVE LEADERSHIP



ALEŠA MIŽIGOJ, CEO & Owner at Medex, Slovenia

10:35 AM - 10:45 AM



QUESTIONS & ANSWERS

10:45 AM - 11:15 AM







11:15 AM - 12:00 PM

PANEL: ELEVATING CUSTOMER AND EMPLOYEE EXPERIENCE: STRATEGIES AND APPROACHES



HRISTINA VELKOVSKA, Moderator Founder of VITA INSTITUT & President of MACEX



ARDIAN BEHLULI

Corporate Governance Coordinator -Maligi Group and General Manager -Enternet



DR LULZIM ADILI

Country Manager at Novo Nordisk Kosovo, Facilitator, Speaker Coach and Leadership Consultant



KETI ANGELKOVSKA

Commercial Director at KOLA



BILJANA MISIK

CEO at iute Macedonia

12:00 PM - 12:30 PM

BUILDING BRANDS FROM INSIDE OUT: HOW TO CREATE HIGH-PERFORMING BRAND... TO LAST!



DR. DIMITRIOS V. NIKOLAIDIS, CEO Embryolab IVF Fertility Clinic Thessaloniki, Greece

12:30 PM - 12:50 PM

WHICH LEADERSHIP CHANGES/CHALLENGES GENERATION Z BRINGS TO WORKPLACE?



MONIKA LAPANJA, Director of the Center of Business Excellence at Faculty of Economics, University of Ljubljana, Slovenia

12:50 PM - 1:10 PM

THE MACEDONIAN BLUEPRINT FOR EMPLOYEE EXPERIENCE SUCCESS



DR. ANDREJA KODRIN, CEO of Quintaum – Diagnostics for Sustainable Leadership and Resilient Organizations, Slovenia

1:10 PM - 1:20 PM



QUESTIONS & ANSWERS

1:20 PM - 2:20 PM

NETWORKING AND LUNCH



BUFFET LUNCH



KOLA КОЖУВЧАНКА

CONFERENCE Agenda



2:20 PM - 3:10 PM

PANEL: CULTIVATING A CULTURE OF ENGAGEMENT: FOSTERING MEANINGFUL CONNECTIONS BETWEEN CUSTOMERS AND EMPLOYEES



ELENA PANOVA, Moderato

Marketing & Digital Transformation Director at A1 Makedoniia & Founder of MACEX



ALEKSANDAR MANEV

CEO at Croatia osiguruvanje



MARIJA DUKOVSKA PAVLOVSKA

General Manager of MAKSTIL



DOJRANKA ANASTASOVSKA CVETKOVSKA

Chief Human Resources Officer at Replek



ARION RIZAJ

Founder & CEO HumanPower and KosovaJob

3:10 PM - 3:30 PM



COFFEE BREAK

KOLA

KOЖYBYAH

3:30 PM - 3:50 PM

ARTIFICIAL INTELLIGENCE IN CUSTOMER AND EMPLOYEE EXPERIENCE



ILIJANCO GAGOVSKI, General Manager at PrymApps

3:50 PM - 4:10 PM

EMPLOYEE EXPERIENCE — THE IMPORTANCE OF MENTAL HEALTH AT WORK



DAFINA KIRBY, General Manager of Kirby Coaching, United Kingdom

4:10 PM - 4:30 PM

TAKING CONTROL OF EMPLOYEE EXPERIENCE!



DRAGAN DJORDJEVIC, Country lead at Customer and Employees Experience Association of Serbia

4:30 PM

CLOSING THE EVENT



HRISTINA VELKOVSKA

Founder of VITA INSTITUT & President of MACEX