



Orange Jordan, du, Zain, VIVA, Vodafone and more to gather at the 5th Annual CEM in Telecoms conference and awards

DUBAI, UNITED ARAB EMIRATES, April 7, 2016 /EINPresswire.com/ -- Senior-level Customer Experience Management influencers and representatives from the Middle East and North Africa telecom operators including Orange Jordan, du, Zain KSA, VIVA Kuwait, Vodafone Qatar and Vodafone Egypt will gather next week at the 5th Annual Customer Experience Management in Telecoms: Middle East conference & awards from 10-13 April in Dubai to discuss how to step up customer experience strategies in an era of increasing competition.

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Now in its 5th year, the conference has grown to become the key industry event of the year equipping attendees with the practical tools and first-hand experience needed to take their CEM strategies to the next level. A first-class speaker panel of VPs and Directors selected from major operators leading the way in customer experience will be on hand to provide a source of inspiration to drive changes in CEM improvement.

Key speakers include:

- Nisreen N. Abu Hadba, Customer Experience & Quality Director, Orange Jordan
- Yvan Savinien, Chief Strategy & Customer Experience Officer / Secretary General, Orange Jordan
- Hany Mokhtar, Director of Customer Experience, Zain KSA
- Hany Moneim, Head of Service Assurance - Consumer, Vodafone Egypt
- Ahmed Nour, Head of Sales Transformation, Vodafone Qatar
- Yasser Al Khateeb, Head of Services Marketing, Huawei Middle East
- Waheed Khan, Programme Manager (We Care), Commercial Operations, Vodafone Qatar
- Eng. Yousef Algahtani, Network Performance Manager, VIVA Kuwait
- Wael Zakaria, Senior Director Service Performance and Problem Management, Operations, du
- Adam Spence, Head of Customer Care, Vodafone Qatar
- And many more...

The [5th Annual CEM in Telecoms Middle East](#) conference will include an awards ceremony and a gala dinner on the opening day of the conference on 11 April 2016, to recognise the achievements and innovations shown by organisations and individuals making the biggest difference to the customers that they serve.

The awards ceremony is a key part of this event and will celebrate the best-in-class CEM initiatives across a selection of key categories including Customer Experience Champion of the Year (individual), Best CEM Culture Transformation Programme, Best Contact Centre Experience, Best Network Experience (organisation), Best Digital Experience and Most Innovative Use of Technology to improve the customer experience. The judging panel includes representatives from AT&T and Karschies, Ceron & Alfred Consultants.

Find the full programme, speaker list and registration form at www.cemtelecomsme.com/news, call

+971 4 364 2975 or email enquiry@iqpc.ae.

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Press are invited to attend this important industry forum. If you would like a complimentary press pass, please email Michelle Petiza at michelle.petiza@iqpc.ae.

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