

Available for hire · Permanent CCO / VP / Director / Head · Select senior interim

Alex Mead

Customer Contact, Service & Experience Transformation Leader

I lead customer contact, service, sales and experience teams as the commercial engine of the business.

20+

YEARS

6+

SECTORS

30+

COUNTRIES

4,000+

FTE LED

14

TRANSFORMATIONS

46

RECOMMENDATIONS

British · Based in Bahrain · Globally mobile, on-site from week one · Brought in when it matters — ready to stay

TRACK RECORD — SIX ENGAGEMENTS, SIX COMMERCIAL PROBLEMS

Global airline group

Savings + scale

Operational savings at scale · 4,000+ FTE · 12 sites · 3 continents

Major UK bank

Sales + regulatory

40% mortgage sales uplift · regulatory rating rescued · 3,000 FTE

Greenfield digital bank

Acquisition + growth

90%+ CSAT · 2M+ customers in 6 months · 200% over acquisition target

Global services company

Turnaround

Abandonment 90%+ to under 10% in 6 months · 2,000+ FTE · 70+ sites

Premium travel operator

Retention

99% customer rebooking intent · full-service transformation

Greenfield BPO

Revenue + scaling

75 to 400+ FTE in 12 months · 150% revenue vs target

THE OPERATING THESIS

Contact centres run as revenue engines, not cost centres: sales conversion, retention, upsell and rebooking designed into the service experience. Two proprietary frameworks — EPIC CSX (36 customer capabilities) and TIME EX (20 employee principles) — proven across sectors a decade before AI; the differentiator now is AI orchestrated on top of an operating foundation that already works. Two public working prototypes at epiccsx.com demonstrate it end to end: an ultra-luxury cruise walkthrough and a live regulated-banking build.

WHAT SENIOR PEERS SAY — 3 OF 46 UNSOLICITED LINKEDIN RECOMMENDATIONS, ALL VERIFIABLE ON THE PROFILE

“From the shortlist I created for this role, Alex was the clear leader — an expert in his field combined with first-class interpersonal skills.”

Sanjay Gohil · Partner, Board Practice · Wilton & Bain

“A true visionary of the customer service industry.”

Stephen Clements · Operations Director · Golfbreaks.com

“Bold in thinking, forward-looking. Transforming customer service into a strategic capability rather than a support function.”

Md Imran · AVP Voice Operations · Emirates NBD

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Working demonstrations, not a product, not software.