

## We Help Solve Your CX Challenges!

Argo does things differently. As a unique provider of outsourced contact center and back office services we welcome your challenges. Growth, Retention, NPS or CSAT, Cost Reduction, New Markets, Omnichannel ... whatever your current challenge, we are here to help you and your customers win.

We'd welcome meeting with you at CCW 2019 for a pain-free and informal discovery together.



## UPCOMING EVENT

Customer Contact Week (CCW) 2019 from June 24 – 28, 2019 at The Mirage in Las Vegas, NV.

## WHAT IS CUSTOMER CONTACT WEEK?

Formerly known as Call Center Week, CCW is the #1 conference & expo for CX, contact center and customer care professionals. This year, CCW is celebrating its 20th anniversary of groundbreaking industry growth and innovation. Don't miss the biggest celebration of the year for customer contact champions.

### The World's Largest Customer Contact Event

<b>2500+</b>	<b>250+</b>	<b>12</b>	<b>200</b>
Attendees Expected	Expert Speakers	Hours of Networking	Sponsors & Exhibitors

[www.customercontactweekdigital.com/events-customercontactweek](http://www.customercontactweekdigital.com/events-customercontactweek)

## Verticals Served



Healthcare



Telecom & Media



Banking & Financial Services



E-commerce & Retail



Direct Response



Non Profit



Travel & Logistics

## ARGO ATTENDEES

Meet with a member of the Argo team for an easy discussion on how to **improve your customer experience, analytics and revenue** while **reducing costs**. We are a group of CX experts in a nimble company who thrive on converting challenges to opportunities!



Michael Nessler, CEO

Mike has a deep background in operations, technology, product, and sales, with a very strong track record of delivering results. Rapidly turned around, built, reengineered businesses/functions in the BPO, ITO, Telecommunication, UC, Conferencing, and Webcasting/Streaming industries. Experience in international, small, mid-sized and large companies in roles such as SVP/EVP/COO in Sales, IT, Product Development and Operations. Multiple experiences establishing, turning around and building businesses/business units rapidly.



Michael Roy, SVP of Business Development

Michael has been building relationships and developing new business solutions with BPO clients for over 19 years. Mike's experience brings a deep knowledge of partnered contact center and back office solutions from his years with AT&T, Convergys, StarTek and others global firms, supporting industry leaders in Cable/Satellite/Telecommunications, Banking & Financial Services, eCommerce & Retail, Travel & Logistics, Technology and Healthcare. Mike earned his Bachelor of Science from the University of Florida, and graduate degree in International Commerce and Law from the American University of Paris, France.



Brandon Badeen, Chief Information Security Officer

Brandon joined Argo in 2012 with 4 years of previous call center experience and 6 years in the Marines. Over the years, he has racked up expertise in management and analytics through his positions as Sales Manager, Center Manager, Tactical Operations Manager, Director of Information Technology and, finally, as the Chief Information Security Officer at Argo. As the Chief Information Security Officer, Brandon is responsible for the technical setup of any new client's program including CRM integrations, call routing, and any additional necessary technical or vendor related integrations. Outside of work, Brandon enjoys spending time with his family, hunting and fishing, and volunteering for the Hartland Fire Department.

*Argo delivers meaningful and nimble solutions to all clients with a holistic and discerning approach.*