Corinium connected thinking

OCTOBER 22-23, 2025

CDAO FALL

▶ Connecting you to what's next in data

Speakers Confirmed:

- Tarun Sood, *CDO*, AMERICAN CENTURY INVESTMENTS
- Venkat Achanta, *Chief Technology Data and Analytics Officer*, TRANSUNION
- Steve Boras, *Chief Data Officer*, CITIZENS BANK
- Ellis Wong, *Chief Information Security Officer*, JST CAPITAL
- Elena Alikhachkina, *Chief Data and AI Officer*, TE CONNECTIVITY
- Patrick Mauro, *Chief Data Science Officer*, PEARL HEALTH
- Gene Voskov, *Chief, Data Analytics & Resources Bureau, Division of Local Services*, MASSACHUSETTS DEPARTMENT OF REVENUE
- Andrew Patricio, *Chief Data and AI Officer,* UNIDOSUS
- Dr. Raymond Pettit, *Chief AI & Analytics Officer*, NEURO-AI DESIGN
- Ganesh Sivakumar, *Global Chief Data Analytics & AI*, MEAD JOHNSON NUTRITION
- Ramila Peiris, *Global Head, Data Management, ML and AI Platform, MSAT*, SANOFI PASTEUR
- Robi Krempus, *Global Head of AI,* MANULIFE WEALTH & ASSET MANAGEMENT
- Julia Cherashore, *Deputy Superintendent, Data Governance and Management*, NEW YORK STATE DEPARTMENT OF FINANCIAL SERVICES
- Sudheesh Kamath, Sudheesh Kamath, *Head of Global Data & AI Products*, KENVUE
- Victoria Gamerman, *Global Head of Digital Transformation COE*, BOEHRINGER INGELHEIM
- Thomas Shola, *Executive Director IT, Cyber, Enterprise Data & Analytics and Resiliency Business Risk & Controls*, FIRST CITIZENS BANK
- Rita Fuller, *Corporate VP Center for Data Science and Artificial Intelligence*, NEW YORK LIFE INSURANCE COMPANY

- Amin Assareh, *Vice President, Data Science*, FIDELITY INVESTMENTS
- Erum Manzoor, *Senior Vice President*, CITIGROUP
- Sudeep Das, *Head of Machine Learning/AI*, DOORDASH
- Ram Krishna Gautam, *Head of Clinical Platform (EMR, Provider Services and AI Solutions)*, TELADOC HEALTH
- Rohit Raghunathan, *Engineering Manager*, DOORDASH
- Marina Printz, *Lead Data Scientist, Center for Data Science and AI*, NEW YORK LIFE INSURANCE COMPANY
- Sam Marks, *Director of Business Strategy & Analytics*, BOSTON BRUINS & TD GARDEN
- Diego De Aragao, *Senior Vice President, Balance Sheet and Analytics*, CITIGROUP
- Barbara Widholm, *Vice President, Automation & Artificial Intelligence*, STATE STREET
- Zhang Zhang, *Head of AI & Risk Analytics*, POLEN CAPITAL
- Rafique Awan, *VP Director, Information & Solution Architecture*, MFS INVESTMENT MANAGEMENT
- Cecilia Dones, *Former Adjunct Professor*, COLUMBIA BUSINESS SCHOOL
- Kevin Nickerson, *AVP, Analytics & Sales Enablement*, CHUBB
- Sadashiv K Vaasista, *Senior Director, Analytics*, HONEYWELL
- Randall Gordon, *Head of Data Governance*, CROSS RIVER
- Kevin Kramer, *Senior Data Scientist Advisor*, HEALTHSHARE EXCHANGE
- Jasper Cannon, *Strategy Consultant*, CANNON STRATEGY CONSULTING
- Frederique De Letter, *Head of Data Analytics & AI*, PLANTE MORAN
- Vatsal Modi, *Data Science Leader*, DRAFT KINGS
- Rahul Kashyap, *Medical Director*, Research, SUMMIT HEALTH
- Lin Liu, *Director, Data Science*, WEALTHSIMPLE
- Tamilla Triantoro, *Associate Professor*, QUINNIPIAC UNIVERSITY
- Shreesha Jagadeesh, *Associate Director of Applied Machine Learning*, BEST BUY
- Ferhat Yilmaz, *Associate Director,* NOVO NORDISK
- Alejandro Zarate Santovena, *Global Head of Data Strategy*, MARSH
- Linda Hermer, *Chief Data Strategy Officer*, AMMON LABS
- Khizar Hayat, *Chief Data Officer*, DAKOTA
- Tyler Frieling, *Director - PMG - DS&S Alternative Data Research*, BLACKROCK
- Martin Bernier, Senior Director Quantitative Strategies and Data Science, La Caisse
- Alex Chan, *Director Venture Analytics*, RBCx
- Nick Smith, *Senior Sales Engineer*, ALTERYX
- Haroon Abbu, *Senior Vice President, Digital Technology & Data Analytics,* BELL AND HOWELL

- Nishit Dhilen Mehta, *Vice President, Data Analytics*, JPMORGAN CHASE
- Manish Nigam, *Senior Director, AI*, AMERIPRISE FINANCIAL
- Jean-George Perrin, *Senior Product Manager*, ACTIAN
- Eunice Beck, *SVP Business Analytics & Quality*, HEARTSHARE HUMAN SERVICES OF NEW YORK
- Rajesh Sura, *Head of Data Engineering and Analytics*, AMAZON
- Dayeli Manuet, *Head of Commercial Intelligence for the Spanish-Speaking Latin American Region*, DIDI
- Muthu Selvam, *Lead Software Engineer, VP*, U.S BANK
- Nitin Kumar, *Director Data Science, GenAI*, MARRIOTT INTERNATIONAL
- Jyoti Maheshwari, *Senior Data Engineer*, AIRBNB
- Micky Chhabda, *TEDx Speaker | Analytics Manager,* IPSOS MMA
- Dr. Raymond Pettit, *Chief AI & Analytics Officer*, NEURO-AI DESIGN
- Ganesh Sivakumar, *Global Chief Data Analytics & AI*, MEAD JOHNSON NUTRITION
- Farid Sheikhi, *Senior Manager, Analytics Innovation*, RBCx
- Sami Akbay, *VP, Product Management, Data & Analytics*, INSIGHTSOFTWARE
- Mohit Bhat, *Chief Delivery and Innovation Officer,* INFOGAIN

OCTOBER 21, 2025	
5:30-6:30pm	*Speakers Cocktail Reception – Corinium Partners, Associate Partners, Speakers and Friends (PRIVATE FUNCTION – INVITATION ONLY)*
	Speaker Welcome Dinner

CDAO Fall 2025 Day 1 – OCTOBER 22, 2025		
Industry Focus Tracks		
Financial Services & Insurance	*Retail, CPG & E-Commerce*	*CDAO Leadership Track (Cross-Industry Track)*

8:00am-8:50am	*Registration & Networking Breakfast*		
9:00am-9:10am	Chairperson's Opening Remarks & Ice Breaker	Chairperson's Opening Remarks & IceBreaker	Chairperson's Opening Remarks & IceBreaker
9:10am-9:50am	**Panel Discussion: Leading the Data Revolution in Finance: Turning Complexity into Confidence** • How is the role of data leadership evolving in today's financial organizations? • What bold moves have you made to turn data into a transformation driver? • How do you inspire trust, speed, and innovation across business and tech teams? **Panelists:** Ellis Wong, *Chief Information Security Officer*, JST CAPITAL Amin Assareh, *Vice President, Data Science*, FIDELITY INVESTMENTS Martin Bernier, Senior Director Quantitative Strategies and Data Science, La Caisse Muthu Selvam, *Lead Software Engineer, VP*, U.S BANK Patrick Mauro, *Chief Data Science Officer*, PEARL HEALTH	Panel Discussion: Smarter Retail Starts Here: Evolving Leadership in Data, Analytics & AI • How are data and AI leaders in retail reshaping decision-making in a world of constant consumer flux? • What does true data-driven leadership look like in the age of real-time personalization and omnichannel demand? • Are today's data strategies aligned with tomorrow's retail challenges — or are we optimizing for the past? • How can retail leaders foster a culture where analytics and AI are not just tools, but catalysts for innovation and growth? **Panelists:** Rajesh Sura, *Head of Data Engineering and Analytics*, AMAZON Shreesha Jagadeesh, *Associate Director of Applied Machine Learning*, BEST BUY Vatsal Modi, *Data Science Leader*, DRAFT KINGS	Panel Discussion: What Makes Data Leaders Successful? Let's Find Out! • Are we limiting the potential of data leadership by prioritizing control over creativity and experimentation? • What if data leadership started with trust, empowerment, and storytelling — rather than policies and compliance? • Can data leaders truly drive transformation if they don't first lead cultural change within their organizations? • Why aren't more data leaders borrowing bold ideas from outside their field — and what's the cost of staying in the bubble? **Panelists:** Gene Voskov, *Chief, Data Analytics & Resources Bureau, Division of Local Services*, MASSACHUSETTS DEPARTMENT OF REVENUE Randall Gordon, *Head of Data Governance*, CROSS RIVER Ferhat Yilmaz, *Associate Director,* NOVO NORDISK

			Tyler Frieling, *Director - PMG - DS&S Alternative Data Research*, **BLACKROCK** Haroon Abbu, *Senior Vice President, Digital Technology & Data Analytics,* **BELL AND HOWELL** **Moderator:** Mohit Bhat, *Chief Delivery and Innovation Officer,* **INFOGAIN**
9:50am-10:20am	Presentation: The Future of Data Management in Financial Services: How Can you Take Advantage of Emerging Trends? • Anticipating change and managing uncertainty, a look at five fast growing trends of data management in Financial Services • Strategies to invest in those trends that are most relevant to your organization • How data & analytics leaders need to adapt to succeed in the future Diego De Aragao, *Senior Vice President, Balance Sheet and Analytics* Citigroup	Presentation: Building a High-Impact Analytics Function to Drive Value in Retail and CPG • Aligning analytics goals with business objectives to maximize ROI in retail and CPG. • Leveraging advanced analytics and AI to drive customer insights, personalization, and operational efficiency. • Building a culture of data-driven decision-making across teams to ensure long-term success Sudheesh Kamath, *Head of Global Data & AI Products* KENVUE	Presentation: AI-Powered Intelligence: Redefining Enterprise Analytics for the Next Era • Exploring how AI empowers organizations to extract deeper, more actionable insights from complex data sets • Leveraging AI to seamlessly bridge the gap between raw data and real-time, impactful decision-making • Overcoming hurdles like data integration, quality, and skill gaps to fully realize the benefits of AI in enterprise analytics Marina Printz, *Lead Data Scientist, Center for Data Science and AI* NEW YORK LIFE INSURANCE COMPANY
10:20am-11:00am	Discussion: Turning Strategy into Action: Operationalizing Data,	Presentation: The Innovation Catalyst: Leading Data Teams to Drive New Business Models	Panel Discussion: Agentic AI and the Future of Data: How to Balance Cost, Performance, and Control

	Analytics & Agentic AI for Maximum Impact • Developing practical steps to move from strategic planning to successfully deploying data, analytics, and AI initiatives across the organization • Addressing common roadblocks such as data silos, governance, and scalability to ensure a seamless implementation • How to leverage AI, agentic workflows and analytics to uncover opportunities, enhance decision-making, and achieve measurable business impact **Moderator:** Chitrang Shah, *CEO and Co-Founder*, **Savant Labs**	• Identifying opportunities for data-driven product Innovation and service enhancement in retail and e-commerce • Leading experimentation with new data sources and analytical techniques. • Fostering a culture of data-driven entrepreneurship within the organization	• What strategies can organizations adopt to ensure that the implementation of agentic AI delivers measurable business value while keeping costs under control? • How can companies strike the right balance between speed, accuracy, and scalability when deploying agentic AI systems on large and complex datasets? • What governance models or frameworks are needed to maintain transparency, security, and compliance while giving agentic AI enough autonomy to operate effectively? • As agentic AI evolves, what do you see as the biggest opportunities and risks in using these systems for data management and decision-making over the next 3–5 years? **Panelists:** Nitin Kumar, *Director Data Science, GenAI*, **MARRIOTT INTERNATIONAL**
11:00am - 11:20 am	*NETWORKING BREAK SPOTLIGHT SESSIONS: Stay ahead with next-generation Data, Analytics, and AI technologies redefining industries.* • *BREAK SPOTLIGHT SESSION 1)* • *BREAK SPOTLIGHT SESSION 2)*		

11:20am-11:50am	*Discussion Group: Seeing Through the Madness: How to Actually Get AI Accepted in Finance* • How to see past the hype and truly understand where AI can transform • Anticipate future regulations to avoid losing out • Developing a culture of AI acceptance and trust **Co-Moderator***: Barbara Widholm, Vice President, Automation & Artificial Intelligence*, STATE STREET	*Discussion Group: Decoding the Future Consumer: The Data Compass for Retail, CPG & E-Commerce"* • Understanding the evolving consumer behaviors through data-driven insights • Leveraging predictive analytics to anticipate future trends and drive strategic decisions • Building a consumer-first data strategy to enhance personalization and loyalty Co-Moderators: Nick Smith, *Senior Sales Engineer*, ALTERYX Shreesha Jagadeesh, *Associate Director of Applied Machine Learning*, BEST BUY	*Discussion Group: The Future of Data Leadership: Anticipating Change in the Next Decade* • Predicting the next wave of data leadership challenges and opportunities • How data leaders can prepare for the changing technological landscape • The evolving role of the CDAO in driving business growth and innovation **Co-Moderator:** *PromptQL*
11:50am-12:20pm	Presentation: The Human Glue in AI: How Soft Skills Drive Impact in Financial Services • Bridging the gap between data teams and business leadership • Enabling scalable AI through cross-functional collaboration • Using emotional intelligence to lead change and foster adoption • Positioning soft skills as a strategic advantage in AI-driven initiatives	Presentation: Seamless by Design: Simplifying Customer Data Integration to Power Frictionless E-Commerce Journeys • Unifying customer data for real-time, cross-channel experiences • Reducing integration complexity with modern tools and APIs • Driving personalization through connected data • Building trust with data quality and transparency Sudeep Das, *Head of Machine Learning/AI*, DOORDASH Rohit Raghunathan, *Engineering Manager*, DOORDASH	Presentation: Data Leadership in the Age of Transformation: How to Thrive, Not Just Survive • The evolving role of the CDAO in navigating disruption and embracing data-driven transformation. • Transitioning from a data provider to a strategic advisor within the organization. • Essential leadership skills to foster a culture of data empowerment across teams Andrew Patricio, *Chief Data and AI Officer,* UNIDOSUS

	Steve Boras, *Chief Data Officer*, **CITIZENS BANK**		
12:20pm-1:30pm -	*Lunch & Networking*		*PRIVATE LUNCH ROUDTABLE*
MAIN EVENT KICK-OFF			
1:30pm-1:40pm	*EVENT KICKOFF WITH CHAIR*		
1:40pm-2:20pm	**Opening Panel: What are The Key Data Management Issues Keeping Leaders Awake in 2025?** • What are the most pressing challenges data management leaders face in optimizing data strategies to drive informed decision-making in 2025? • How can data management leaders effectively integrate emerging technologies like AI and machine learning to enhance data governance and decision-making processes? • What are the best practices for balancing the need for data accessibility with the imperative of maintaining robust data security and compliance? • In a rapidly evolving data landscape, how can leaders ensure continuous data quality and integrity to support long-term strategic goals and real-time decision-making? **Panelists:** Julia Cherashore, *Deputy Superintendent, Data Governance and Management,* **NEW YORK STATE DEPARTMENT OF FINANCIAL SERVICES** Sam Marks, *Director of Business Strategy & Analytics*, **BOSTON BRUINS & TD GARDEN** Rafique Awan, *VP Director, Information & Solution Architecture*, **MFS INVESTMENT MANAGEMENT**		
2:20pm – 2:50pm	**Keynote Presentation: Rethinking Data Lineage: Aligning Teams for Cost and Performance Optimization** • Break silos by creating shared visibility into data flows • Use lineage to reduce duplication, inefficiencies, and cost • Align business, tech, and data roles through end-to-end traceability		

	Victoria Gamerman, *Global Head of Digital Transformation COE* **BOEHRINGER INGELHEIM**
2:50pm- 3:20pm	**Keynote Presentation: Leveraging AI for Good: Empowering Data Leaders to Create Lasting Positive Impact** • How can data and AI leaders ensure ethical and responsible AI deployment while still driving innovation? • What are some real-world examples where AI has been used to generate measurable social or environmental impact in financial services? • How can organizations empower their data teams to prioritize "AI for Good" initiatives alongside business objectives? • What frameworks or partnerships are essential to scaling AI solutions that serve the greater good across industries?
3:20pm- 3:50pm	*NETWORKING BREAK SPOTLIGHT SESSIONS: Stay ahead with next-generation Data, Analytics, and AI technologies redefining industries.* • *BREAK SPOTLIGHT SESSION 1)* • *BREAK SPOTLIGHT SESSION 2)* • *BREAK SPOTLIGHT SESSION 3)*
3:50pm - 4:30pm	**Panel Discussion: Transforming Data into Strategic Assets: The Critical Importance of Data Quality for Generative AI Applications: Practical Strategies for Success** • How can AI help produce the trustworthy data businesses have longed for? • What role can AI play in enhancing data quality, governance, and operational efficiency? • Can AI agents do most of the work? • What are data products and how do they enable scalability, reliability, and repeatability? Panelists: Elena Alikhachkina, *Chief Data and AI Officer*, TE CONNECTIVITY Tyler Frieling, *Director - PMG - DS&S Alternative Data Research*, BLACKROCK
4:30pm - 5:00pm	**Keynote Presentation: Sustainability as Strategy: Unlocking Business Value through ESG in Tech** • AI & Analytics for Sustainable Impact: Turning data into actionable ESG strategies • Mastering ESG Reporting: Staying ahead of evolving regulations and stakeholder expectations • Innovating for a Greener Tomorrow: How emerging technologies are driving sustainable transformation

5:00pm - 5:40pm	Networking Roundtables *Meet your fellow attendees and engage in lively discussions with fellow professionals, thought leaders, and visionaries on the diverse dimensions of data, analytics and AI. Each roundtable offers a unique opportunity to share insights and explore various aspects of this transformative technology.*	*Dell Technologies Capital Private Reception (5:00pm-6:00pm)*
	Roundtable A – Data's Not the Problem. Delivery Is Let's talk about how you have too much data: new, old, and everything in between, and what it actually takes to make it useful **Moderator:** Sami Akbay, *VP, Product Management, Data & Analytics*, **INSIGHTSOFTWARE**	**Roundtable B: "Skynet" & Responsible AI** Let's talk about models and discuss how to avoid bias and model in accuracies
	Roundtable C: Teamwork Makes the Dream Work Hiring, re-skilling, finding talent for your team & creating the right culture in the process	**Roundtable D: Treasure Hunt: Finding Hidden Profits** Let's talk about how to monetize your data & AI programs. Find new ways of looking at data
5:40pm-7:00pm	*CORINIUM Cocktail Reception & Awards*	

CDAO Fall 2025 Day 2 – OCTOBER 23, 2025
Day 2 Main Stage

8:20am-8:50am	*Registration & Networking Breakfast*

8:50am – 9:00am	*Chair's opening remarks*
9:00am-9:40am	**Day 2 Opening Panel Discussion: Accelerating Digital Transformation Through Effective Data Management** • What are the biggest data management challenges that slow down digital transformation, and how can they be overcome? • How can organizations balance data quality, governance, and scalability to accelerate digital initiatives? • What role do AI and automation play in enhancing data management for a seamless digital transformation? • How can businesses effectively measure the impact of their data management strategies on digital growth? *Panelists:* Ramila Peiris, *Global Head, Data Management, ML and AI Platform, MSAT*, SANOFI PASTEUR Rafique Awan, *VP Director, Information & Solution Architecture*, MFS INVESTMENT MANAGEMENT Randall Gordon, *Head of Data Governance*, CROSS RIVER Gurprit Singh, *Global Head of Data and Analytics*, PARTNERS CAPITAL
9:40am-10:10am	**Keynote Presentation: The Future-Facing CDAO: Leading with Vision, Velocity, and Data-Driven Impact** • How future-focused CDAOs are aligning data strategy with long-term business goals, customer-centric innovation, and emerging technologies like GenAI • Building agile data organizations that can move fast—balancing governance with experimentation, and enabling real-time, high-impact decisions • Translating data investments into tangible business outcomes by embedding analytics into core operations, managing risk, and demonstrating value to the C-suite
10:10am-10:40am	**Keynote Presentation: AI Agents: From Concept to Real-World Impact** • From hype to reality – why many organizations struggle to move from talking about AI agents to actually deploying them. • Augmentation, not replacement – how combining AI's speed and scalability with human empathy and judgment creates the best outcomes • Overcoming key challenges – data quality, hallucinations, compliance, and ensuring reliability in agentic solutions • Driving business value – real-world lessons on how AI agents can boost efficiency, empower human teams, and scale impact across industries Nitin Kumar, *Director Data Science, GenAI*, MARRIOTT INTERNATIONAL

10:40am-11:10am	*Networking Break*
11:10am-11:50am	**Panel Discussion: AI is Changing the Relationship Between Data and the Business, as CDO/CDAO Are You Ready?** • How to support the transition from decision support (charts and graphs) to decision automation (models) • Managing accountability for the Amplified Value and Amplified Risk of AI (AI Governance) • Scaling AI despite unprecedented operational complexity (AI Change Management) • How to embrace the CDO/CDAO responsibility as the Enterprise AI leader (AI Portfolio Management) **Panelists:** Sam Marks, *Director of Business Strategy & Analytics*, BOSTON BRUINS & TD GARDEN Frederique De Letter, *Head of Data Analytics & AI*, PLANTE MORAN Lin Liu, *Director, Data Science*, WEALTHSIMPLE Gurprit Singh, *Global Head of Data and Analytics*, PARTNERS CAPITAL

| 11:50am-12:30pm | **Track Panel Discussion: From Data Analyzer to Decision Enabler to Business Driver - How to Elevate Your Organization's Data Analytics Maturity**
• How do you know when your organization is ready to move beyond basic analytics?
• What's needed to position analytics as a core business driver, not just a support tool?
• How do you balance innovation and governance as analytics capabilities grow?
• What are the main blockers to analytics maturity—and how have you overcome them?

Panelists: | **Track Panel Discussion: Proving the Value: Measuring and Communicating the ROI of Analytics Initiatives**
• What metrics have been most effective in demonstrating the ROI of analytics projects in your organization?
• How do you tailor the value story of analytics for different stakeholders like executives, operations, or finance?
• What strategies help shift analytics from a cost center perception to a business value driver?

Panelists: | **Track Panel Discussion: How Productization of Data Brings in Efficiency and Scalability that Today's Business Require?**
• What does "data productization" involve, and how does it transform traditional data management?
• What key factors make a data product scalable and efficient in today's fast-paced business environment?
• What are the main challenges in productizing data, and what strategies can overcome them?
• How does productizing data enhance decision-making and drive measurable business results

Panelists: |

	Rita Fuller, *Corporate VP Center for Data Science and Artificial Intelligence*, NEW YORK LIFE INSURANCE COMPANY Jasper Cannon, *Strategy Consultant*, CANNON STRATEGY CONSULTING Kevin Nickerson, *AVP, Analytics & Sales Enablement*, CHUBB Alex Chan, *Director Venture Analytics*, RBCx	Sadashiv K Vaasista, *Senior Director, Analytics*, HONEYWELL Kevin Kramer, *Senior Data Scientist Advisor*, HEALTHSHARE EXCHANGE Tamilla Triantoro, *Associate Professor*, QUINNIPIAC UNIVERSITY Micky Chhabda, *TEDx Speaker | Analytics Manager,* IPSOS MMA	Diego De Aragao, *Senior Vice President, Balance Sheet and Analytics,* CITIGROUP Gene Voskov, *Chief, Data Analytics & Resources Bureau, Division of Local Services,* MASSACHUSETTS DEPARTMENT OF REVENUE Sudheesh Kamath, *Head of Global Data & AI Products*, KENVUE Vatsal Modi, *Data Science Leader*, DRAFT KINGS
12:30pm-1:30pm	*Lunch & Networking in the Exhibit Hall*		*Private Lunch*

	Eco-System Tracks	
	Data Dive – All things Data	*AI Wonderland – All things AI*
1:30-2:10pm	Panel Discussion: Building a Data-Driven Culture: Turning Vision into Everyday Practice • How executive support and consistent messaging shape organizational mindset around data • Translating high-level data goals into practical behaviors, tools, and workflows • Equipping employees with the right data literacy and tools to make informed decisions at every level • Using success stories and feedback loops to reinforce a culture of data use and continuous improvement Panelists: Linda Hermer, *Chief Data Strategy Officer*, AMMON LABS	Panel Discussion: How Customer Data Readiness Powers AI and CX Innovation • **Defining customer data readiness**: What foundational elements must be in place to support AI and CX innovation? • **Creating context with your data:** How are organizations enriching customer profiles with behavioral, transactional, and engagement data to drive relevance and impact? • **Overcoming common challenges:** From siloed systems to inconsistent identities and fragmented customer journeys, how are data leaders tackling barriers to readiness. • **Real world outcomes: What** measurable benefits come from investing in customer data readiness?

	Thomas Shola, *Executive Director IT, Cyber, Enterprise Data & Analytics and Resiliency Business Risk & Controls*, **FIRST CITIZENS BANK** Jasper Cannon, *Strategy Consultant*, **CANNON STRATEGY CONSULTING** Micky Chhabda, *Analytics Leader	TEDx Speaker*, **IPSOS** Ganesh Sivakumar, *Global Chief Data Analytics & AI*, **MEAD JOHNSON NUTRITION**	**Panelists:** Khizar Hayat, Chief Data Officer, **DAKOTA** Martin Bernier, Senior Director Quantitative Strategies and Data Science, **La Caisse** Nishit Dhilen Mehta, *Vice President, Data Analytics*, **JPMORGAN CHASE** Lin Liu, *Director, Data Science*, **WEALTHSIMPLE**
2:10pm-2:40pm	**Presentation: Linking Data Strategy to Business Strategy - How Data Projects can be Prioritized Based on their Potential Impact on Key Business Objectives** • Strategies to generate revenue from data, such as through data products, services, insights, or a modern data- and analytics platform • How a modern data infrastructure and technologies supports the business strategy • Strategies and experience with fostering a culture where data is valued and used effectively by all employees Thomas Shola, *Executive Director IT, Cyber, Enterprise Data & Analytics and Resiliency Business Risk & Controls* **FIRST CITIZENS BANK**	**Presentation: From Reactive to Remarkable: The Next Frontier of AI-Driven Customer Experience** • How AI Personalization is Reshaping Customer Engagement • Chatbots vs. Human Touch: Striking the Right Balance • AI Ethics in Customer Interactions Besa H. Bauta, *Chief Information Officer* **THE JEWISH BOARD**
2:40pm-3:10pm	**Presentation: Mastering Data Governance: Frameworks, Policies, and Processes for Unwavering Quality and Compliance Roles and Responsibilities Within Data Governance Structure** • Developing policies for data quality, security, and privacy • Designing processes for data collection, storage, and management • Best practices for data integration and interoperability	**Presentation: Conversational AI Evolution: A Product Primer on What it Takes to Build Conversation Driven Digital Applications that are Future Proofed and Meet Enterprise User Needs** • Pre ChatGPT: Natural Language Understanding (NLU) driven architectures and why they were successful • ChatGPT: Advent of large language models and their impact on conversational AI design, development, and

	deployment. Do we abandon the old in pursuit of the new? • Post ChatGPT: How do enterprise conversational AI systems evolve to meet existing and future challenges. What are some good design principles to keep in mind while building for the future?
3:10pm- 3:40pm	**Keynote Presentation: Data Storytelling- What Stories are Worthwhile and What is Just Noise? How Can you Tell the Most Effective Story Using your Data?** • How to separate valuable data stories from irrelevant noise to focus on what truly matters? • Turning complex data into a compelling story that resonates with your audience • Using visuals to simplify data and enhance storytelling effectiveness • Ensuring your data narrative drives actionable insights and supports strategic decisions Sadashiv K Vaasista, *Senior Director, Analytics*, HONEYWELL
3:40pm- 4:20pm	**Closing Panel Discussion**: Understanding the Need for Speed: Making AI a Priority for Every Part of the Business • Why being slow to adopt AI can hinder a company's ability to remain competitive in today's rapidly evolving business landscape • Examples of AI tools and strategies that are revolutionizing processes, improving decision-making, and enhancing overall business agility • Addressing challenges like resistance to change, skill gaps, and the need for cross-departmental collaboration to successfully implement AI **Panelists:** Andrew Patricio, *Chief Data and AI Officer,* UNIDOSUS Robi Krempus, *Global Head of AI,* MANULIFE WEALTH & ASSET MANAGEMENT Frederique De Letter, *Head of Data Analytics & AI*, PLANTE MORAN Jasper Cannon, *Strategy Consultant*, CANNON STRATEGY CONSULTING Eunice Beck, *SVP Business Analytics & Quality*, HEARTSHARE HUMAN SERVICES OF NEW YORK Manish Nigam, *Senior Director, AI* at AMERIPRISE FINANCIAL