



Scott Harris is a Founder, CEO, speaker, and author. He's the CEO of [Experience.com](https://experience.com), a company he founded in 2015 to redefine the way the world thinks about Customer Experience, Employee Experience, and the all-important interplay between the two.

Harris is a popular keynote speaker whose signature programs help transform organizations into experience-led enterprises and inspire every employee to become an Experience Architect.

He is the author of *CX 2.0 - Create WOW Customer Experiences*, and the forthcoming book *Experience is Everything*.

Away from the office, Scott is a devoted dad/granddad to four amazing children and one grandson.