CHRIS HOOD

AI Keynote Speaker • Strategic Advisor • Author

Chris Hood, author of the bestselling *Infailible* and *Customer Transformation*, is a recognized Top 30 Customer Experience Leader by Global Gurus in 2024 and 2025. With over 20 years at the intersection of AI strategy and innovation, he helps organizations unlock growth by aligning AI with customer trust, operational clarity, and measurable outcomes that scale.

Formerly leading Google's Strategy & Transformation, Chris has also pioneered operational AI at Fox Broadcasting and Disney, shaping how brands connect with audiences.

Chris delivers impactful keynotes that challenge thinking and inspire change. His AI presentations cover topics such as practical adoption strategies, governance that leaders actually follow, building AI operating models, scaling AI pilots responsibly, and understanding how AI is reshaping consumer behavior. He has worked with brands like Johnson & Johnson, United Airlines, McDonald's, Starbucks, Taco Bell, Carnival, Domino's, and many more.

Let's explore how we can work together to drive meaningful business success and create a memorable event for your team.

"Chris' talk was an eye-opener on AI. His storytelling reframed how I view responsible adoption and showed me how to align AI with outcomes that matter. Pragmatic steps to implement immediately."

- Kim W.
Director of Engineering

Let's partner to deliver an event that equips your leaders with practical AI insights, fresh perspective, and lasting impact.

AI Adoption.

Move beyond pilots and embed AI into real operations. Identify high-value use cases, reduce risk, and deliver measurable results with practical frameworks leaders can apply immediately.

AI Transformation.

See how AI reshapes organizations at scale. Learn operating models, governance, and cultural practices that protect trust, accelerate change, and drive sustainable innovation.

AI Topics.

AI Hype vs. Reality
AI and Customer Experience
Customer-Centric AI Culture
Automation and Human Empathy
AI Innovation Leadership
AI's Impact on the Future of Work

Where AI Strategy Meets Human Reality. The New Way to AI.

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