



FIND EVERYTHING YOU NEED Search hundreds of suppliers in our Business Directory [SEARCH NOW!](#)  

- [ARTICLES](#) ▾
- [BUSINESS DIRECTORY](#) ▾
- [DOWNLOADS](#) ▾
- [SUBMIT](#) ▾
- [EVENTS](#) ▾
- [SUBSCRIBE](#)
- [ADVERTISE](#) ▾
- [ABOUT](#) ▾



Exceed Global appoint new Chief Executive Officer

Published by  [CX Central](#) at  February 15, 2018

[Tags](#) ▾ [Categories](#) ▾



Get a Contact Centre Solution that Meets Your Business Needs Now and into the Future. [Learn How](#) 

[Click here to access all our exclusive content instantly](#)

Upcoming Events

WEI CX Innovation Summit
 21 March 20 @ 9:00 am - March 22 @ 5:00 pm
 Melbourne Victoria

WEI Workforce Management Essentials
 21 March 20 @ 9:00 am - March 22 @ 5:00 pm
 Docklands Victoria

WEI Cities 4.0 Summit 2018
 21 March 21 @ 8:00 am - March 22 @ 5:00 pm

You're welcome to share this page:

4

4 Shares

Exceed Global appoint new Chief Executive Officer

Melbourne , Australia, 14 Feb 2018 – Exceed Global, an iconic Australian customer experience (CX) advisory and solutions firm, is pleased to announce that the Board of Directors has appointed **Debra Adams** as Chief Executive Officer effective 8 February 2018. Debra succeeds **Isabella Villani**, who will now assume the role of Company Director and Chief Customer Officer.

Debra Adams joined Exceed Global in 2017, as General Manager in NSW after successfully running her own consulting business for 11 years. She has extensive experience in management consulting, namely her executive role as regional Director NSW for SMS Management and Technology. As a highly experienced IT and business consultant, Debra has worked in some of the Australia's largest organisations including NAB, Westpac, MLC, Macquarie Bank, Telstra, GIO, Zurich and Ausgrid. Debra's industry experience spans Banking and Financial services, telecommunications, utilities, transport, not-for-profit and government to deliver cost savings and operational efficiencies through business transformation.

Isabella Villani, our Company Director and Chief Customer Officer created her own organisation, Exceed Global six years ago after working in both consulting and inhouse CX-focussed appointments. She is a recognised industry expert in customer experience, employee engagement, transformation and omnichannel strategy. Renowned for leading high-performing teams, she is a thought leader in the CX industry and is often engaged to speak at industry forums and events. Isabella has extensive experience in business optimisation, change management, program management and training across many industries. Isabella's book *Good to Great CX: Customer Experience Strategy to Execution* (www.goodtogreatcx.com) was published globally in hardcopy and ebook format in September 2016 by Major Street Publishing.

About Exceed:

Exceed Global is a professional services organisation offering the full breadth of research, advisory and talent services (recruitment). Based in Australia, the company was founded in 2011 by Isabella Villani. With headquarters in the Melbourne CBD, we work with clients in all industry verticals including financial services, government, not-for-profit, health, telecommunications, retail, information technology and education. We are renowned for providing thought leadership, best practice advice and solutions that enable our clients to deliver an exceptional customer experience.

The Exceed Global team has a proven track record in and commitment to creating strategic value by designing, building and delivering sustainable solutions and providing specialist resources. We have worked extensively with our clients to help them develop and implement business strategies; technology solutions; customer experience strategies; and business optimisation and transformation projects.

We support our clients by providing expertise in change management, recruitment, training and staff coaching. The team also conducts industry best practice assessments to ensure organisations differentiate themselves through quality service standards. The company is customer-driven, working in partnership with our clients to deliver excellence and leverage best practice – "Your Success is Our Success".

[View More...](#)

FIND EVERYTHING YOU NEED

Search hundreds of suppliers in our Business Directory

[SEARCH NOW!](#)

 

Call Centre Business Directory

Call centre business di...

Call centre data specialis...

Call centre industry resou...

Call centre outsourcers (78)

Call centre recruitment (34)

Call centre technology (1...

Call centre training soluti...

Customer experience aud...

CX and call centre consul...

NICE inContact **CXone**

Connect journeys across any channel instantly with the world's #1 cloud CX platform

[Discover More >>](#)

[Click here to subscribe to our weekly newsletter](#)

You're welcome to share this page:

4

4
Shares