

Nomination: 8128

ResultsCX Leadership

**Page: General Information**

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

**Name of Organization/Company**

ResultsCX

**Additional Contacts**

I would also like to have others receive emails about the disposition of our entries.

**Page: Entry Information**

**Entry Title**

ResultsCX Leadership

**Category**

B01 - B64 Achievement > B23 - Achievement in Leadership Development for Women

**Achievement Submission Format**

Written Answers

**a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required**

As a leading provider of transformative Customer Experience Management (CXM) solutions, ResultsCX has been at the forefront of driving superior customer and business outcomes for over 30 years. Our award-winning approach helps 75+ global brands, including Fortune 100 and 500 companies, prioritize investments and craft digitally driven customer journeys, yielding significant impact. Revenue Acceleration, Cost Optimization, and Enhanced Experience.

Backed by a dedicated team of 26,000+ colleagues and 25+ engagement hubs worldwide, our innovative solutions address persistent customer experience challenges across industries such as Healthcare, Media, Utilities, Telecom, Retail, Fast Growth Technology, and BFSI. Our holistic solutions—including Digital CX, Resolution-Centered CX, and Analytics & Consulting—combine automation, AI, and analytics with the human touch to simplify the lives of millions of consumers.

We empower our women employees and actively promote their contributions and leadership through inclusive hiring, training, and advancement practices. Our dedicated resource group R.E.A.L. Women, Real ResultsCX and Senior Leader Executive Cohort Programs champion the development and advancement of women throughout our company, ensuring they play an integral role in shaping our collective success. We take great pride in having several inspiring women leaders on our Senior Leadership Team and the Boards of our international corporate entities.

**b. Outline the team's or organization's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required**

Women comprise a majority of our workforce, with 57.19% serving as agents and 54.53% holding managerial positions. To further strengthen the pivotal role played by women, ResultsCX launched the R.E.A.L. Women, Real ResultsCX Employee Resource Group in May 2022. Centered on embracing diversity, equality, and inclusion, the group advances the women in our organization through [REDACTED] programs, [REDACTED] events, and [REDACTED] platforms. The R.E.A.L. Women group received 4.7 stars in our 2023 internal survey, with 94.5% participants stating they'd recommend the group to other women.

Continuing our dedication to ongoing improvement, we introduced a new [REDACTED] award [REDACTED], alongside the launch of two [REDACTED] Cohorts [REDACTED]. [REDACTED] we also hosted two webinars and one gala [REDACTED]

[REDACTED FOR PUBLICATION]

Currently, 34.73% of our female leaders boast a tenure ranging from 5 to 9 years, with 10 women celebrating over two decades with us, as well as 20 women who have dedicated 16 to 20 years to our organization. These figures underscore the effectiveness of our initiatives tailored to nurture the professional advancement of our women leaders.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required**

Our programs and initiatives are crafted to advance the role of women within our organization and the broader industry. We recently launched 2 cohorts aimed at advancing [REDACTED] leaders [REDACTED] [REDACTED FOR PUBLICATION] Our real-time e-Chat platform connects 300 women leaders globally, serving as a dynamic and interactive digital space for sharing insights, experiences, and best practices. Additionally, numerous team-building activities and networking events throughout the year encourage connections that go beyond professional roles. From annual leadership events to webinars and awards.

Already, these initiatives are producing remarkable outcomes.

November 2022 – [REDACTED] SVP Client Solutions, secured a Silver Stevie® for Female Executive of the Year in the Business Products Category.

March 2023 – [REDACTED] VP Global Training and Client Solutions, was part of the CCWomen panel discussion on the theme "Exist Loudly".

June 2023 – [REDACTED], Vice President Client Solutions, was Speaker at AHIP 2023 discussing the topic 'Personalizing Member Journey'.

November 2023 – ResultsCX recognized with Silver Stevie® in the 'Achievement in Developing and Promoting Women' category for its success with women's leadership development.

November 2023 – ResultsCX's VP of Client Solutions, [REDACTED], awarded the Silver Stevie® for 'Female Executive of the Year' in the Business Services category (for companies with 2,500+ employees).

April 2024 – [REDACTED], Vice President of Operations, inducted into the 'CCWomen Hall of Fame'.

April 2024 – ResultsCX named 'Finalist' in CCWomen's 'Best Workplace for Gender Equity' category.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

Documents:

1. The annual EmpowHER awards, [REDACTED FOR PUBLICATION]
2. R.E.A.L. Women Real ResultsCX Leadership Mentoring Cohort Invitation: [REDACTED]
3. R.E.A.L. Women Real ResultsCX Cohort May 2024 Meeting Agenda: [REDACTED]
4. R.E.A.L. Women Real ResultsCX Cohort May 2024 Recap: [REDACTED]
5. R.E.A.L. Women Chat Examples: [REDACTED]
6. R.E.A.L. Women Real ResultsCX Verbatims from Cohort Group and their managers: [REDACTED]
7. R.E.A.L. Women Real ResultsCX Program Overview [REDACTED]

Links:

1. The R.E.A.L Women webpage [REDACTED]
2. Sue Watt's profile on ResultsCX's leadership page on the website

[REDACTED]  
[REDACTED FOR PUBLICATION]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

**Would you like to add an additional supporting document?**

Yes

[REDACTED]  
[REDACTED]  
[REDACTED]

**Would you like to add an additional supporting document?**

Yes

[REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION]

**Would you like to add an additional supporting document?**

Yes

[REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION]

[REDACTED FOR PUBLICATION]

**Would you like to add an additional supporting document?**

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

**Terms and Conditions**

I Agree