

ROD JONES CONSULTING

Rod Jones

Customer Experience, Contact Centre, BPO & GBS Strategic Advisor

CX & Customer Management

BPO & GBS Advisory

Contact Centre Strategy

Technology & Operations

Industry Intelligence & Standards



How I help clients

Rod helps BPO, GBS, customer service and contact centre leaders make better strategic and operational decisions. Drawing on more than 45 years of experience, he advises across customer management, operating models, people, process, technology, service delivery and industry development, with a strong focus on practical solutions and measurable business results.

Relevant sectors / geographies

CX, customer service, contact centres, BPO and GBS across private and public sectors, with assignments across Africa, the UAE and other international markets.

Selected experience / impact

- More than 45 years of customer experience and customer management experience.
- Advises organisations against six core business outcomes: reducing cost, increasing efficiency and revenue, mitigating risk, improving customer satisfaction and strengthening people management.
- More than 5,000 delegates from 13 countries have attended his Customer Experience MasterClass.
- Has advised blue-chip companies, government agencies and public bodies across South Africa and multiple international markets.

Credentials & affiliations

Owner, Rod Jones Consulting. Founder and Patron, Africa Federation of GBS Associations. Motivated the formation of CCXConsult Network. Former founding chairman of ICCCA. Fellow, Chartered Institute of Customer Management. Certified Contact Centre and CX Assessor for Customer Services Audit Ltd / Snapshotz™. Contributor and technical committee member of SABS and ISO contact centre standards. CXOutsourcers Lifetime Achievement Award, 2024.

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