



Jon Picoult helps companies impress their customers and inspire their employees, creating raving fans that drive business growth. He is the Founder of Watermark Consulting and a noted authority on customer experience.

A sought-after business advisor and speaker, Jon's insights have been featured in dozens of media outlets, including *The Wall Street Journal*, *The New York Times*, *NBC News* and *Inc.* He has worked with some of the world's foremost brands, collectively representing over 750,000 employees and \$500 billion in annual revenue. Jon helps organizations capitalize on the power of loyalty - both in the marketplace and in the workplace.

Jon's philosophy is simple: With every interaction, businesses win or lose share. Each touchpoint - be it with customers, distributors, or even employees - presents an opportunity to either build brand loyalty or erode it. He helps companies capitalize on this concept by creating end-to-end brand experiences that don't just satisfy but impress.

Prior to establishing Watermark, Jon held senior executive roles at Fortune 100 companies - leading service, operations, distribution, technology, sales, and marketing. Early in his career, Jon earned the distinction of becoming the youngest executive officer in the over 150-year history of a leading, global financial services company.

Jon received his A.B. in Cognitive Science from Princeton University and his M.B.A. in General Management from Duke University.

Here are three key things you should know about Jon:

First, he's walked in your audience's shoes. Jon has addressed audiences around the world - but he's not a career consultant or academic. Most of his professional life was sp...

Jon Picoult

Speech Topics

- Marketing
- Management
- Leadership
- Human Resources
- Employee Engagement
- Customer Service



Testimonials

“Hire him! As our keynote speaker, Jon Picoult spoke with such authority, such passion and such authenticity, that our membership, mainly senior insurance marketing executives, shared that his hour talk was worth their two day conference admission. Hire him! If you are looking to engage your audience with insightful, purposeful, and actionable concepts, you have that in Jon. Hire him!”

- President, Insurance Marketing & Communications Association.

“Watermark founder Jon Picoult is one of the rare individuals with the ability to think strategically, yet operate tactically. It allows him to see both the big picture and the numerous landmines inherent in executing a plan. As such, he possesses a very rare and valuable combination of talents.”

- President, Allstate.