



# *Charlotte Purvis*

**Consultant & Speaker**  
**Author, *The Customer Communication Formula***

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**Charlotte Purvis** is an accomplished Entrepreneur, Author, Consultant, and Speaker with over 20 years of service to pharmaceutical companies, access-to-medicine programs, corporations of all sizes, higher education, nonprofit organizations, and individual clients. In 2021, she completed an assignment that allowed her to contribute to a nonprofit organization based in the U.S., with programs for people around the world.

Leveraging extensive experience with leaders at all levels, Charlotte is an asset for a range of companies looking for customer service branding, development of new managers, and a proven method of conducting critical conversations with Customer Service Professionals. She is known for her thoughtful and caring approach to addressing critical incidents in contact centers. After learning about the progress Charlotte made with a team, a senior leader gave her one of the best compliments a contact center consultant could hope for: *Charlotte is a Representative Whisperer.*

Developing and delivering fully interactive consulting and coaching programs for nearly 100% repeat or referral clients, Charlotte has influenced millions of customer interactions. She is passionate about contributing to the success of contact centers. This was the primary motivation for writing her first book, *The Customer Communication Formula*. Her book has been selected for three Author Collaborations, two being a collaboration of international authors.

Charlotte earned a B.S. and M.S. in Human Development from the University of Wisconsin-Madison. Early in her career, she was awarded a Bush Fellowship by The University of North Carolina at Chapel Hill. Charlotte lives in the Research Triangle area of North Carolina. She still enjoys going home to her beloved Tuscaloosa, Alabama, where she learned powerful lessons about Customer Service, communication, and teamwork.

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