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Widely published and in demand as a speaker on the subject of building customer loyalty to accelerate commercial success, Tom is managing director and Voice of the Customer Practice leader at Strategex, a global business-to-business consulting firm based in Chicago. He has consulted with more than 150 corporations and private equity firms across four continents, with a focus on improving customer relationships and uncovering opportunities for product and service innovation.

Prior to joining Strategex in 2004, Tom held leadership sales, marketing and development roles at Pactiv Corporation and Sears Roebuck. He began his career as a strategy consultant at Bain and Company. Tom earned a master's degree in business administration from Northwestern University—Kellogg School of Management, and a bachelor's degree in economics from Tufts University.
