**Lambert Walsh**

Chief Customer Officer

Lambert Walsh is the Chief Customer Officer at SpotOn, where he leads the Customer Success team as part of his mission to enhance the customer experience at every touchpoint. A seasoned executive, Lambert brings extensive experience from leadership roles at Adobe, Amplitude, DocuSign, and McAfee. Known for his deep expertise in customer lifecycle management, he is a recipient of the Forrester’s Voice of the Customer Award and his approach has been highlighted in two books about customer success. Lambert excels in creating strategies for client acquisition, retention, and delivering transformative customer experiences through partnerships and digital innovation.