

FINANCIAL SERVICES

Janey Whiteside Woman to Watch 2018

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Janey Whiteside, executive vice president and general manager, global charge products, benefits & services, American Express

By STAFF REPORTS

Janey Whiteside

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Executive vice president and general manager of global charge products, benefits and services, **American Express**, New York

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What do you most like about your job?

Working with a high-performing team inspires and motivates me to continue to innovate, push boundaries and work to achieve beyond what I thought was possible.

What is the biggest challenge in your job?

Working across global markets that have different needs, challenges and expectations of what a premium product and brand should stand for is one of the most challenging parts of my job, but also one of the most interesting.

What is your work priority for 2018?

I'm really focused on continuing to refine and expand the value we bring to our premium card members, while also ensuring we deliver a consistent customer experience globally.

What is your proudest achievement in luxury?

I'm really proud of the success we continue to see with the new Platinum Card that we rolled out earlier this year. The card member feedback we get on this product has been astounding.

How do you see luxury evolving in 2018?

I continue to see luxury evolving to focus more on experiential value, as we increasingly see a desire for access to those one-of-a-kind events and experiences across the globe.

Additionally, I think the expectations and capabilities for service will continue to grow, so I'm really focused on ensuring that we are where our customers are, both near and far, and are continuing to offer flawless service and value on their terms.

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