

The Top 50 Women Leaders of Miami for 2024

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Women We Admire is delighted to announce The Top 50 Women Leaders of Miami for 2024. A common theme for this year's selected awardees is a capacity to excel in the most competitive environments and lead organizations of all sizes and compositions.

Ranking amongst the 2024 honorees is Jessica Modkins the President and Founder of Hip Rock Star Advertising, a trailblazing, award-winning agency with a special focus on socially conscious brands. With Modkins at the helm, Hip Rock Star won three AVIA Awards for Consumer Marketing, Business Marketing, and TV Production. It became an agency of record by the National Football League.

Another impressive honoree is Blanca Martinez-Oberhelman, the Corporate & Marketing Communications Director of Blue Tide Marine. She's an Emmy and Telly award-winning journalist who overcame the challenges of the military spouse lifestyle and built a career as a television news anchor. Also awarded is Monica Davis, the Director of Talent Experience at EngageSmart, who created a diversity initiative with the Miami Heat in partnership with the Disney Institute and the NBA's Team Marketing and Business Operations, earning the Miami Heat the NBA's inaugural Diversity, Equity & Inclusion Award.

Please join us as we congratulate and recognize the achievements of The Top 50 Women Leaders of Miami for 2024.



13. Kimberley Hayes

VP Global Market Partner & Customer Care of Monat Global

Kimberley Hayes is a distinguished professional with over 25 years of extensive experience in managing Customer Care operations on a global scale. Her leadership journey has taken her from the corporate landscapes of the USA, Canada, and the European Union to the bustling markets of Asia. Kimberley is renowned for her exceptional expertise in customer experience (CX) management and a distinguished career marked by remarkable

achievements.

Throughout her illustrious career, Kimberley has proven herself as a seasoned executive who consistently delivers exceptional results. Her unwavering commitment to success is a driving force that has set her apart in the industry. Kimberley is known for her strategic approach to customer care operations, making her a visionary leader who excels in crafting innovative and effective solutions to complex challenges.

In 2023, Kimberley Hayes received a prestigious Stevie Award, a testament to her excellence in customer care where she was honored as "Women of the Year in Customer Service," earning the Silver distinction in 2023, underscoring her extraordinary contributions and leadership. Furthermore, Kimberley is no stranger to the dynamic world of start-ups. Her entrepreneurial spirit and adaptability have allowed her to excel in nurturing and growing early-stage companies. This experience has equipped her with a profound understanding of the fast-paced, ever-evolving nature of the business world.

Kimberley's track record extends beyond accolades, as she has successfully built and managed organizations of over 500 seats, showcasing her remarkable ability to scale operations while maintaining a focus on quality and excellence. Her wealth of experience, exceptional results, and relentless determination position Kimberley Hayes as a leading figure in the customer care and CX industry. Her commitment to delivering unparalleled customer experiences, combined with her extensive global experience and expertise in start-ups, make her a true luminary in the field. With a career that epitomizes excellence, Kimberley continues to be a driving force in shaping the future of customer care and CX management.

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