

Biography

Kris Gates

Vice President,
Head of Customer Experience
Lincoln Financial Group



Kris Gates is Vice President, Head of Customer Experience at Lincoln Financial Group. In this role he is responsible for delivering customer experience strategies for all lines of business at Lincoln, including Workplace Solutions, Life and Annuity Operations, and Producer Solutions.

Prior to joining Lincoln Financial, Gates served as Vice President of Marketing Strategy and Customer Experience. In that role he led the marketing strategy and execution for the company's retirement and group insurance product lines.

He holds a Bachelor of Science degree in Business Administration from Western New England University.