



ALLEN

Introduction

Mary Delia is a high-energy speaker and customer experience expert who's worked behind the scenes with global brands like the NFL, MLB, the Olympics, and Bank of America. Known for her wit, warmth, and walk-the-talk experience, she helps teams turn quick interactions into unforgettable impressions. Through her presentation, *The Welcoming Edge*, Mary Delia teaches how a well-delivered greeting can transform culture, boost loyalty, and create powerful business impact—one moment at a time.