



# Bio

Bryant Richardson is the founder and president of Real Blue Sky, LLC, a consultancy focused on empowering businesses to craft compelling customer experiences. He translates world-class customer experience (CX) strategies into practical, impactful solutions tailored for growth-minded business leaders.

Bryant's journey in customer experience is rooted in a lifetime of learning and curiosity. His inquisitive nature led him to understand how things worked, with an innate desire to improve them.

For over 30 years, he has been a recognized leader in transforming customer experiences for top brands across varied industries, including financial services, technology, telecom, healthcare, retail, and nonprofits.

Bryant was named to ICMI's Top 25 Thought Leaders for 2025. He is also a highly-rated speaker, coach and the author of numerous industry articles and his forthcoming book, [The Next CX Economy](#).

Outside of work, Bryant is deeply committed to his community, generously sharing his time, talents, and resources with organizations like Embrace Waiting Children. He enjoys motorcycling North Texas' scenic byways and cooking for friends and family in his Dallas-area home.

