

TED KILIAN

Ted leads Fjord ASEAN (Design and Innovation capability at Accenture) in Singapore. With more than 20 years of experience in qualitative research, customer experience and service strategy, usability and UX design, Ted combines curious observation, playful ideation and conceptual structure to craft experiences that bring brand and customer stories together in unique and compelling experiences.

Ted has executed award-winning projects for clients across many industries including financial services, travel, telco and education. He is also a facilitator and speaker in the areas of customer experience, service design, design thinking, and innovation culture.

Ted has driven research, experience strategy and stakeholder engagement in projects for numerous clients across retail, commercial and wealth. He has lived in Asia (Hong Kong and Singapore) for over 12 years.

