

Dr. Dominique SUREL

5694 S. Jackpine Road, Evergreen, Colorado USA 80439
Business Phone: 303 679-1268 Email: lumierebl@aol.com

INTERNATIONAL PROFESSIONAL

Global Marketing Strategy, Client Management, Customer Loyalty

Self motivated, versatile, visionary and results-oriented professional with over twenty years' international experience identifying and solving country-specific cultural and organizational issues in implementation of global strategies. Investigative expertise in identifying deep-rooted organizational issues, perception gaps, and unsuspected collaborative opportunities with customers and suppliers. Fifteen years living and working in Paris and London.

Skills include: insightful creativity in designing win/win solutions; strong investigative, analytical skills and research experience in identifying competitive advantages and conceptualizing product differentiation; leadership skills to champion positive organizational and cultural changes. Workshops and trainings in Intuitive Intelligence©.

Business Development • Global Strategy Planning • Customer Relationship & Loyalty • Brand Management • Corporate Image & Perception • Team Building • Project Leadership

BUSINESS EXPERIENCE

CSA Group, Inc. Denver, CO (1999 – Present)

Founder, Consulting Business. Clients included: CH2MHill, Colorado Department of Transportation, Kingman International.

- Identify problem areas with clients and suppliers to build loyalty
- Formulate competitive advantage strategies using added value services
- Specialized perception analysis in corporate image – identifying gaps
- Perform qualitative due diligence for acquisitions

DDH Consultants Ltd, London, UK (1990 – 1999)

Research Director, based in Paris. Clients included: Gillette, Dow Corning, Arthur Andersen, Gaz de France, Dow Europe, London City Airport, Cap Gemini, British Telecom, Royal Ascot, IMI Norgren

- Specialized in highly qualitative analysis of problematic issues for European strategy
- Conceptualized innovative solutions to build customer loyalty

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- Developed qualitative research designs for perception analysis studies
- Conducted and analyzed in-depth interviews with high-level decision makers
- Initiated and facilitated alliances and collaborative projects with clients and suppliers

Harvard University, Program on Negotiation, Cambridge, MA • Program Coordinator

Organized international conference on theory of negotiation for International Institute for Applied Systems Analysis (Vienna, Austria); assisted with workshops with Professor Ury; edited publications including reports to the US Government (ACDA). (1980-82)

MIT, Plasma Fusion Center, Cambridge, MA • Administrator

Organized conferences and exchange programs between laboratories, liaison with Department of Energy, scientific associations, and publishers. (1979-80)

TRAINING & TEACHING

AFPA, Paris, France. Association Nationale pour la Formation Professionnelle des Adultes

Professor and R&D Linguistics Engineer

Developed curriculum for Business School and Tourism School. Taught business and tourism. Created tailored trainings in communications and negotiation for corporate and bank executives and directors. (1990-95)

COMMUNICATIONS

Excel Publications Ltd, Paris, France. Founder

Created and produced business supplements for the International Herald Tribune.

Designed and launched profitable free-distribution glossy international magazine *Open Markets*

Free-lanced for publications in Europe, to include a Monte Carlo financial newsletter, the American Chamber of Commerce, SIPA Press, and Reed Publications. (1982-88)

EDUCATION

Doctoral Degree Organizational Management & Leadership.
University of Phoenix, USA

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MBA	Marketing Webster University, London, UK
BA	International Relations Regis College, USA

PUBLICATIONS

- Innovation Leadership. Porter-O'Grady (2010). Chapter 10: The Intuitive Leader
Boston, MA: Jones and Bartlett Publishers
- Identifying Intuition in the Decision-Making Process.
Dissertation Abstracts International, 69(10), April 2009.
- A Study in Organizational Adaptation.
Applied Management and Decision Sciences, January 20, 2006.
- Building Evidence-Based Administration: A Model for Effective Teams.
Nursing Administration Quarterly, July-September 2006.

LANGUAGES

Bilingual in French and English.
German.