



Denyse Drummond-Dunn LONG BIO

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Denyse is a business growth catalyst who works with organisations that want to grow by attracting, delighting and retaining more customers.

She is a global keynote speaker, author and trainer. Denyse is also a new-age marketer, having a rare combination of creativity, cultural sensitivity and technical know-how.

She lives in Switzerland and has worked in over 125 countries, giving her a unique perspective. Denyse knows the similarities and differences between people around the world. This understanding accelerates the expansion of organisations looking to grow regionally or globally.

Her career includes senior executive roles with Gillette (P&G) and Philip Morris International. Most recently she was Global Head of Consumer Excellence for Nestle. Over the past eleven years, Denyse has advised some of the greatest marketing brains in consumer goods multinationals, including Unilever, Coca-Cola, Hero, and Carlsberg. She has also been invited to lecture at many of the most prestigious Universities around the world, including Miami, Shanghai and Mumbai.

She is the author of "Winning Customer Centricity: Putting customers at the heart of your business – one day at a time." It was described as a "must-read for today's and tomorrow's marketers" by Unilever's former CEO Paul Polman.

Denyse is an award-winning blogger who writes both on her own site C3Centricity and is regularly invited to guest blog on many others. She was recently voted a top 5 blogger on both Leadership & Innovation.

Denyse delivers personalised programs that surpass her clients' expectations and bring faster, more profitable growth than they had anticipated. Her talks are highly interactive and results-oriented, whether for small groups of 10 executives, 20 managers or 1,000 employees.

Denyse holds a BSc (Hons) in Computer Science & diplomas in Organisational Leadership & Innovation. Besides her executive clients worldwide, she is passionate about flying (she's a pilot), diving (she's a divemaster) and technology. (she's a geek too!)

Denyse Drummond-Dunn Short BIO

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Denyse works with organisations that want to grow by attracting, delighting & retaining more customers. She is the author of "Winning Customer Centricity" a highly acclaimed book that simplifies customer-first strategy adoption into 50 steps.

Denyse has worked in over 125 countries giving her a unique perspective that enables organisations to expand across borders.

Her 30+ years career includes senior roles with Nestlé, Gillette & Philip Morris. Denyse loves meeting her global clients & is passionate about flying (she's a pilot), diving (she's a Dive-master) and technology (she's a Geek too!).