



DENYSE DRUMMOND-DUNN

Former Global Head of Consumer Excellence at Nestlé | International Keynote Speaker on: AI & Human Intelligence | Women in Leadership | Customer Centricity

Categorie

Transition & Transformation, Artificial intelligence [AI], Technology, Customer Centricity & Customer Experience, Branding, Future

Type

Expert | Thought leader

Inzetbaarheid

Breakout session, Business coach, Keynote speaker

Talen

English, French

Afkomstig van

Switzerland

Biografie

Denyse Drummond-Dunn is a globally recognized authority on customer centricity, trust, and the transformative impact of AI on business leadership. With more than 30 years of international executive experience across 130 countries, she helps organizations turn customer understanding into competitive advantage, stronger loyalty, and measurable growth. As former Global Head of Consumer Excellence at Nestlé and Founder of C3Centricity, Denyse has advised some of the world's most iconic brands, including Coca-Cola, Unilever, Carlsberg, and Hero Group.

Known for combining strategic clarity with practical execution, Denyse guides leaders through the realities of AI disruption, rapidly evolving consumer expectations, and the growing importance of trust in an increasingly digital world. Her early beta-stage involvement with generative AI technologies such as ChatGPT gives her a uniquely hands-on perspective on how AI is reshaping customer behavior, decision-making, and long-term business success.

Author & Thought Leader

Denyse is also the author of several acclaimed books on customer centricity, innovation, branding, and leadership, including:

- Winning Customer Centricity
- The Winning Secrets Series (Branding, Innovation & CX)
- The Happiness Quotes Collection