

# JC Quintana

Founder, DialoguePrime at DialoguePrime

Kennesaw, GA, US

Author and Speaker, Business Relationship Psychology & Technology

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## Biography

JC Quintana is an advocate for customer and workplace relationships. He has led hundreds of global efforts as a senior leader for some of the top CRM companies in the world. Christened the "Servant of the People" by his clients for his passion for service, JC is a fervid innovator of corporate relationship management strategies and technology. He is a respected veteran of the CRM industry, having worked as a consultant, trainer, and as Managing Principal of two successful global CRM practices. Over the past twenty years, JC's celebrated career has included roles as President and General Manager over regional strategies in Asia, Europe, and Latin America. His distinctive combination of skills in conflict resolution, relationship management, leadership development, and technology consulting give JC a fresh and empathetic perspective; a perspective that he shares in his book "Speaking Frankly About Customer Relationship Management: Why Customer Relationship Management Is Still Alive and Vital To Your Company's Customer Strategy". JC lives in Kennesaw, Georgia with his wife Shelley. He is currently working on two other books on the topics of collaboration and personal leadership.

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## Availability

Keynote, Moderator, Panelist, Workshop, Host/MC, Author Appearance, Corporate Training

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## Industry Expertise

Business Services, Corporate Leadership, Consumer Services

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## Areas of Expertise

Crm Strategy, Customer Strategies, Customer Experience, Customer, Customer Engagement, Customer Centricity, Customer Transparency, Customer Service, Customer Support, Customers, Crm / Customer Relationship Management, Crm Technology

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## Affiliations

Business Model Innovation Hub, Mediation Training Institute International

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## Sample Talks

## **JC Quintana: Seven Strategies For Successful Customer Experience**

A fervid customer advocate and customer relationship leader, JC believes that effective customer strategies must be orchestrated; a seven-step approach that includes: relationship, engagement, centricity, service, support, transparency and experience.

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### **Education**

**Trinity International University**  
BA Human Resource Management

**Trinity International University**  
BA Religious Studies

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