

Dante Dionne, Ph.D.

Professional Summary

A proven leader & trusted adviser to internationally recognized organizations. For over 25 years, I have been instrumental in leading digital business transformation efforts that have contributed to \$B's in economic growth and increased quality of life for societies across the globe. Pivotal to advancing global digital revenues to over \$650M (>2x) within the past 4 years.

What words do other professionals use to describe Dante? (Can be viewed in detail on LinkedIn profile)

- "invaluable", "creative and original thinker", "great people dynamics", "refreshing"
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Current Position

2012-Present **Korean Air, Innovation Technology Development Center**, Los Angeles, CA USA Region
Sr. Manager, Innovation Technology at Korean Air/Hanjin Group Chaebol Headquartered in Seoul Korea.

Education

- Ph.D. Organizational Leadership, Chicago School of Professional Psychology, Los Angeles, CA.
- M.A. Industrial & Organizational Psychology, Chicago School of Professional Psychology, Los Angeles.
- B.S., Business Management, University of Phoenix, Los Angeles, CA.
- A.A.S., Computer Electronics, Florida Technical College, Jacksonville, FL.

Professional Interests

- 1) Technology and organizational innovation.
- 2) Cross-cultural (global) business leadership.
- 3) Leadership and organizational development (business psychology).



Professional Experience

IMPACT: Visionary, Innovator & Global Thought Leader

- Over 20 years of management and professional services consulting experience (external/internal roles).
- Led over 300 multinational corporate projects, with teams of 5-150, budgets ranging \$50K - \$50M.
- Provided strategic & operational advisory services, solution development & integration services to dozens of Fortune 500 organizations.

Areas of concentration includes new technology adoption, change management, strategy development, business process reengineering, information technology implementation, and outsourcing.

- Led personnel in the exploration, experimentation, and exploitation of emerging technologies to help dozens of firms maintain their position as preferred global leaders. Resulting in enhanced customer experience, revenue attainment and improved business efficiencies, providing \$B's in economic value.
- Recognized thought leader, innovation expert and academic scholar regularly invited to speak at academic conferences and industry tradeshow across the globe.

IDEATE: Digital Business Scientist-Practitioner (Right Brain-Left Brain)

- Expertise in performing/ leading independent & collaborative research in technology, market, competitor, & regulatory trends to identify solutions that promote growth & profitability.
Examples of best-in-class technology offerings & key vendor relationships introduced include:
 - Digital marketing analytics, wearables, IoT sensors, biometrics, robotics, UAV/drones, chat-bots, social media, mobility wayfinding, prediction markets, crowdsourcing, virtual/augmented reality, holographic, artificial intelligence, speech analytics, 3D Printing, personalization, push notifications.
- Expertise in prototyping, design thinking, market research & product/service portfolio gap identification.
- Expertise in business case development for low risk/high value potential (brand, customer, personnel).



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INFLUENCE: Alignment, Adoption & Transformation Consultant

- Highly successful as trusted adviser to senior management in cultivating stakeholder buy-in and negotiating strategic partner commitments that promote business transformation.
- Recognized cross-industry leader and social engineer with success in connecting diverse organizations, inspiring Global innovation collaboration, and influencing the influencers.
 - Recent partnerships include Airlines (i.e. Delta, SAS, KLM-Air France), platform vendors (i.e. Google, Amazon, Facebook, AT&T, Intel), Universities (i.e. USC, VNU, TUS, KKU), and more.
- Experience representing firm as speaker & visionary at industry tradeshows and acting as cultural liaison in global alliances that promotes brand awareness and good will.

COLLABORATE: Innovation Culture & Profitable Partnership Leadership

- Experienced in partnering with senior leaders to develop business innovation roadmaps.
 - Seasoned leader of international and geographically dispersed business and technology teams to collaborate on design and deployment of new digital products and properties.
 - Successful in advancing firm's global visibility and ability to compete by promoting cooperative research & joint proof-of concepts to reduce investment risk and bias on new technology innovations.
 - Developed strategic alliances with dozens of firms/institutions (ex. R&D labs, think tanks, incubators, universities & vendors) leading to averted costs, decreased investment risk & time-to-value.
 - Experience leading Start-ups; Included development of business and marketing plans, market analysis, sales projections; Angel & venture capital negotiations and investor package development (PPM).
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Prior Industry Experience

07/2004-12/2012 **Goliath Solutions, Inc.**, Los Angeles, CA.

Co-Founder & Principle Management Consultant, Clients included:

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|---|-------------------|
| • DIRECTV/Prosum Consulting, Los Angeles, CA. | 01/2012 - 10/2012 |
| • Kaiser Permanente, Pasadena, CA. | 12/2009 - 01/2012 |
| • Fiserv, Inc. Los Angeles, CA. | 11/2007 - 08/2009 |
| • Toyota Financial, Torrance, CA. | 05/2007 - 11/2007 |
| • H&R Block (Option One Mortgage). | 08/2005 - 05/2007 |
| • Bank of America (Countrywide). | 07/2004 - 07/2005 |
| • IC Broker, Inc. Co-Founder & CEO | 10/2001 - 07/2004 |

Prior firm assignments: IBM Corporation (Consulting Architect), Metro Information Services (Digital Business Consultant), Entergy Services (Digital Business Consultant), AT&T MediaOne (Regional Manager, Web Services), America Online (Technology Consultant & Trainer).

Professional (Certificate) Training

- Consulting skills, process modeling, finance & accounting, project management, conflict resolution, communication skills, IBM e-business solution designer; IBM architectural thinking; IBM signature sales method (SSM), excel financial analysis, numerous systems development methodologies (SDLC).
- Research methods: ethnography, social media, factor/cluster analysis, managing focus groups, client mngmnt, segmentation, questionnaire design, conjoint analysis, behavioral economics, SPSS, NVivo, R.
- Work group facilitation. Tavistock and Portman NHS Foundation in London, UK.
- Eastern cultural and psychological practices. TCS, Reitaku and Ochanomizu Universities, Tokyo, Japan.
- Contemplative psychotherapy, mindful awareness/wellness. Thanyapura Mind Center, Phuket, Thailand.

Professional Memberships

- ACM, IEEE, ASEE, PMI, DAA, KMIS, IMCUSA, APA Division's 7, 8, 13, 14, 19, 23, 46, 47.



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Select Recent Publications, Conference Proceedings, and Presentations

- **Dionne, D.** *"How do we use digital transformation efforts to help drive new customer experience and commercial opportunities through the end-to-end passenger experience?"* Future Travel Experience ASIA 2016 'Digital transformation to empower the passenger'. Singapore, 2016.
- **Dionne, D.,** Leader, J., Coppin, M., Call, R., Bruner, D., Llaguno, R. & Ghee, R. *"The impact of improved connectivity on the passenger experience, flight entertainment, crew empowerment and onboard ancillary revenue generation opportunities in 2025."* Airline Passenger Experience (APEX) ASIA 'FTE Onboard Connectivity 2025 Think Tank'. Singapore, 2016.
- **Dionne, D.** and D.M. Schutz. *"Multi-firm innovation alliances: competitive surrender or revitalization?"* & *"Applied Research Methods."* Vietnam National University, International Business and Economics, Hanoi Vietnam, 2016.
- Schutz, D.M., D. **Dionne**, and Y.Y. Kim. *"Implementation of Smartphone Enabled Collaboration in the Multicultural Environment of a Global Airline: A Grounded Theory Investigation."* Asia Pacific Conference on Information Management (APCIM), Hanoi Vietnam, 2016.
- Schutz, D.M., D. **Dionne**, and Y.Y. Kim. *"Leveraging Enterprise Mobility Innovation for Knowledge Sharing in the Airline Industry."* ASEE Annual Conference, New Orleans, USA, 2016.
- **Dionne, D.** *"Creating vision: The balancing forces of innovation in the air transport business."* Global Future Travel Experience 2016 'Airline Labs and Start-up Symposium'.
- **Dionne, D.** *"Technology Influences on Product, Experience & Service."* Airline Passenger Experience Association (APEX) Technology Conference, Los Angeles, USA, 2016.
- **Dionne, D.** and D.M. Schutz. *"Distributed Collaboration of Working Groups in Global Airline Operations: Leveraging Smartphone Push-To-Talk Functionalities."* IEEE/ACM Information Technology Professional Conference, College of New Jersey, Ewing Township, 2015.
- **Dionne, D.** *"Technology Innovation: Global land, sea and air logistics business."* Tokyo University of Science, 2015.

