

Curriculum Vitae

NEIL J. DIAMOND

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QUALIFICATIONS SUMMARY

Adjunct Assistant Professor, Lecturer, and highly accomplished business executive pursuing teaching opportunities in MBA and International Business programs. Offers a wealth of lecturing / professorial experience at distinguished universities, including The Wales School of Business and Washington University, as well as 27+ years of success in international business and relocation services. Unique international perspective gained through expatriate experience, extensive travel, and specialization in global mobility. Recognized expert in international relocation; expansive listing of speaking engagements & publications.

EDUCATION / CERTIFICATION

WASHINGTON UNIVERSITY, St. Louis, Missouri

Master of Business Administration

THE CHICAGO INSTITUTE OF TECHNOLOGY, Chicago, Illinois

Bachelor of Science, Accounting and Quantitative Analysis

Fellow of the Institute of Directors, Cardiff, Wales, 1989-Present

Senior Certified Relocation Professional (SCRP), The Employee Relocation Council, 1997

Public Relations Training, Century 21 Relocation Management, 1993

Certificate on Bargaining and Negotiation, The Indiana Institute of Technology, 1987

TEACHING EXPERIENCE

THE WALES BUSINESS SCHOOL, Cardiff, Wales

1988 – 1990

THE LONDON INSTITUTE, London, England

Guest Lecturer

- Guest-lectured at schools' MBA programs during two-year business assignment in London.

WASHINGTON UNIVERSITY, St. Louis, Missouri

1981 – 1988

Adjunct Assistant Professor

- Taught four different courses in Marketing and Sales Management, enjoying excellent student and faculty evaluations.

EXECUTIVE EXPERIENCE

ABC RESOURCES, St. Louis, Missouri

1996 – 2003

Senior Vice President

- Managed sales, marketing, mobility development, and international strategic direction, including design and rollout of the corporate marketing plan.
- Surpassed company-wide revenue objectives by 100% for new relocation and consulting business, targeting a challenging roster of *Fortune* 1000 and *Forbes* 500 companies.
- Consulted with diverse client base, managing development of their global relocation plans and policies; established and advanced strategic business partner relationships.
- Developed global network of suppliers in over 60 countries for specialized delivery of international services.
- Directed international operations & services, site selection, and economic development functions.

CENTURY 21 RELOCATION MANAGEMENT (CRM), Chicago, Illinois

1974 – 1996

Client Relations Manager / Account Executive / Regional Vice President / Senior Vice President

- Led global sales effort, including development of cross-cultural training program; functioned as global liaison between company subsidiaries; secured new revenue of \$1.5 million, or 50% of gross revenue base.
- Directed delivery of decentralized services into regional PRM offices as President of Prudential Intercultural Services in Boulder, Colorado; created an innovative design for implementing intercultural programs.
- Pioneered strategic alliances with new companies based in France, Tokyo, Hong Kong, and Australia.
- Led crisis management team in rebuilding PRM's failing relationship with its largest client; secured renewed contract and \$2 million in additional incremental revenue.
- Served as Managing Director of PRICOA, a London-based subsidiary of Prudential Financial; returned company to profitability, integrated international organization with U.S. operations, and introduced group move relocation concept to U.S. client base by winning major group moves in the United Kingdom.
- Oversaw account management and service delivery for key clients as Vice President of Client Services, including IBM, Xerox, Rockwell International, and Johnson & Johnson; enjoyed 100% client retention with 20% revenue growth and 96% service satisfaction rate.
- Launched relocation career as National Accounts Manager charged with business development and new sales; consistently surpassed sales quota and helped launch a new relocation software product.

PUBLICATIONS

Authored

Diamond, Neil J., Developing a Plan for Executives in Foreign Countries, *Travel* (magazine of the Employee Relocation Council), August 2003.

Diamond, Neil J., War Talk, Develop a Plan for Executives in Foreign Countries, *Workingexecs.com*, June 1, 2003.

Diamond, Neil J., Adventures in Foreign Countries, *The Chicago Tribune*, April 24, 2003.

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PUBLICATIONS – CONTINUED

Diamond, Neil J., Assignments Abroad, *Travel*, October 2002.

Diamond, Neil J., Dealing with a Crisis or Medical Emergency Situation, *Travel*, January 2001.

Diamond, Neil J., Expatriates Coming Home, *NEA News* (publication of The National Expatriate Association), August 2000.

Diamond, Neil J., Repatriation Can Difficult in an Assignment Abroad, *WRN, World Relocation News*, April 2000.

Diamond, Neil J., Global Assignments: Success in the Corporate Relocation, *Worldwide Relocation and Real Estate Magazine*, June 1998.

Quoted

Corporations Localizing their Expatriates, *PR Executive Magazine*, Jessica McClintock, September 2003.

Employees Sent Abroad, Life is Getting Harder in the Expatriate Life Style, *The Washington Post*, Ann Meechum, July 1, 1996.

Organizing Your Career, The Assignment Abroad May Be a Risky Move, *The New York Times*, Henry Walker, June 2, 1995.

Worldwide Events: Foreign Assignments May Not Feel Right, But As Overseas Moves Rise, Realty Industry Expands, *US News & World Report*, K.J. Jennings, August 27 and September 7, 1994 (two part series).

Relocating Children Abroad, *Worldwide Relocation and Real Estate*, September 1993 (photo).

International Relocation, *Real Estate Gazette*, April 6, 1992.

International Relocations: Cultural Training, *Worldwide Relocation and Real Estate*, February/March 1992 (photo).

Expatriate Services: Life for Employees Overseas, *International Affairs*, February 1992.

Children: The Young Expatriates, *Worldwide Relocation and Real Estate*, January 1992 (photo).

Cross-Cultural Training Expatriates, *Worldwide Relocation and Real Estate*, January 1992 (photo).

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PRESENTATIONS / SPEAKING ENGAGEMENTS

Moderator: Country-Specific Conference on Japan

Employee Relocation Council, International Conference, Los Angeles, California, August 3, 2003

Speaker: Developing Evacuation Plans for Executives Abroad

SERA (Southeast Relocation Association), Orlando, Florida, May 1, 2003

Panelist Speaker: Emergency Planning Abroad

Northeast relocation Association, Stowe, Vermont, February 2 and February 3, 2003

Speaker: Variety of Global Mobility Topics at Multiple Industry Organization Conferences

The Employee Relocation Council (ERC) • The Society of Human Resource Management (SHRM)

European Relocation Association (EURA) • Institute of Personnel Managers - Wales (IPM)

The American Management Association (AMA) • Corporate Relocation News (CRN)

British Industry/Employee Relocation Council (BI/ERC)

National Relocation and Real Estate (RIS)

MEDIA INTERVIEWS

Interviewed by Mike Meyers of MSNBC on cross-cultural issues, 1993

Appearance on CNBC to discuss cross-cultural training / assessment and selection techniques, 1991

Appearances on local affiliates of NBC, CBS, and ABC for an Illinois-based IBM project, 1989

MILITARY EXPERIENCE

Honorable Discharge, Army National Guard Platoon Sergeant, First Battalion of the 105th
Infantry, 32nd Division, 1974