



Brief Résumé
DOROTHY I. RIDDLE, Ph.D., CMC

President & CEO
 Service-Growth Consultants Inc.
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EDUCATION

1979-81 University of Arizona, Tucson, AZ
 M.B.A.: Management of service organizations
 Beta Gamma Sigma (honours society)

1964-68 Duke University, Durham, NC
 Ph.D.: Clinical/community psychology (major)
 Statistics and research methodology (minor)
 University Fellow.
 Harvard University, Cambridge, MA
 Research Fellow

1962-64 University of Colorado, Boulder, CO
 B.A.: Psychology/philosophy (*summa cum laude*)
 Phi Beta Kappa; Psi Chi

CONSULTING EXPERIENCE

Thirty-five years of management consulting experience in 89 countries in the following areas (including field research, data analysis and report preparation, strategic planning, and executive training workshops):

- National competitive strategies for service industries (30 sectors)
- Regional services marketing, exporting and investment strategies
- Export readiness & success factors: services and goods
- E-business and e-trade competitiveness
- Economic development strategies for communities and regions
- Economic impact analysis of specific initiatives
- Corporate visioning and global strategy development
- Corporate assessment of new business ventures
- Service excellence
- Services trade policy
- Services export policies and statistics
- Strengthening service firms for economic growth
- Establishing competitive back office operations
- Career development services development
- Employment services development
- Managing organizational change: Policy development
- Managing organizational change: Program evaluation

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- Managing organizational change: Strategic directions
- Cultural adaptation & cross-cultural communication/negotiation
- Addressing equity issues

ACADEMIC POSITIONS

2007-12 Research Associate, Centre for Women's and Gender Studies
University of British Columbia, Vancouver, British Columbia

1989-92 Adjunct Professor of International Services
School of Business, Dalhousie University, Halifax, Nova Scotia.

1981-90 Professor, Department of International Studies
American Graduate School of International Management/Thunderbird, Glendale,
Arizona, USA.

1988 Visiting Professor, MBA Programme
Helsinki School of Economics, Finland.

1985 Visiting Professor
University of International Business and Economics, Beijing.

1982 Visiting Professor
Beijing Institute of Foreign Trade, Beijing.

1970-73 Assistant Professor of Psychology, Division of Social Sciences
Richmond College, City University of New York, USA.

1968-70 Assistant Professor of Psychology, Department of Psychology
College of William and Mary, Williamsburg, Virginia.

MANAGERIAL EXPERIENCE

In addition to founding Service-Growth Consultants Inc. in 1990, served as Resident
Project Director of a US\$10 million USAID Private Services Development project in
Jordan (1988-89), President of ISI International Services Institute Inc. in Arizona (1987-
90), Chief Psychologist of the Marana Community Clinic in Arizona (1976-80),
President of Group Health of Arizona (1977-79), Managing Partner of Alternatives for
Women in Arizona (1973-75), and Director of Richmond College's Women Studies
Program (1971-72).

EDITING EXPERIENCE

Member of the editorial board:
Esoteric Quarterly, 2007-2009.
International Journal of Service Industries Management, 1990-1996.



Journal of Services Marketing, 1988-1993.
Kluwer Academic Publishers' book series, "International Studies in the Service Economy," 1990-1996.
Services World Forum, 1986-1988.
Editor of the volume, *Toward an international service and information economy* (Bonn: Friedrich Ebert Foundation, 1988).
Final editing for the 1988 *Trade and Development Report, Part II: Services in the World Economy*, United Nations Conference on Trade & Development.

ONLINE TOOLS DEVELOPED

E-Business Readiness Diagnostic
Employment Readiness Scale™
Export Readiness Diagnostic for Service Exporters
Export Readiness Diagnostic for Goods Exporters
Spiritual Evolution Assessment Scale™

PROFESSIONAL CERTIFICATIONS

Institute of Certified Management Consultants of British Columbia.
Certified Management Consultant (CMC)
Licensed Psychologist, State of Arizona

BOARDS/COMMITTEES

Alliance of Manufacturers & Exporters Canada
Founding Chair of the Service Exporters' Committee
Department of Foreign Affairs and International Trade (Canada)
Member, Task Force on International Business Development
Chair, Exporter Competitiveness Working Group
Member, Services Sectoral Advisory Group on International Trade (SAGIT)
Gibsons Economic Development Select Committee
Gibsons Official Community Plan Steering Committee
Industry Canada
Member, National Sector Team for Business, Professional and Educational Services
Institute of Certified Management Consultants of British Columbia
Member of the Governing Council
Institute of Certified Management Consultants of Canada
Board of Directors
Founding Chair, ISO 9000 Standing Committee
Member, International Trade Committee
Prime Minister's Council for the Year of Asia Pacific
School for Esoteric Studies
Chairperson, Board of Directors
Webmaster