



# Prof. Dr. Cor N.A. Molenaar

CRM and e-commerce Strategist



## CSA CELEBRITY SPEAKERS

Cor Molenaar is a Strategic Consultant, specialised in the development of e-commerce strategies and Customer Relationship Management (CRM). Through his firm eXQuo Consultancy he advises organisations on the commercial application of Internet and CRM. He is a professor for the chair of E-Marketing at the Business Administration faculty of the Erasmus University in Rotterdam.

**Awarded The Netherlands Direct Marketer of The Year Award in 1994**

### In detail

Cor Molenaar completed several studies in the field of economics, marketing and information technology. In 1992 he completed a Masters in Change Management from the Free University in Amsterdam, and presented a highly informative paper on the Application of Information Technology in Marketing in 1997. An experienced force in marketing, Cor founded Ogilvy and Mather Dataconsulting and was instrumental in creating the Flying Dutchman air-miles campaign for KLM airlines. He is a leader in his field: the tension between sociology, technology and marketing. He is not only conducting academical research on this matter, but also advising companies.

### What he offers you

Cor Molenaar puts people in the centre of all the changes that are occurring in society and companies. He brings a unique blend of vision, education and corporate expertise to customer focused business. His work is recognised not only on the business front, but in academia and research as well. He has a proven track record in helping companies to develop valuable customer relationships and an astute understanding of the top management perspective. All of his presentations are tailored to the needs of the client.

### How he presents

Cor Molenaar is a dynamic speaker, a brilliant strategist, and brings tremendous know-how with his impressive presentations. With enthusiasm, involvement and filled with humour and skill, he takes audiences along on a journey to the new world, sketching future developments in a practical manner.

### Topics

Changes in People's Behaviour  
Impact on Marketing and Organisations  
Internet, Distance Shopping, Web Strategies  
IT Related Topics Based on Communication, Internet and Customers  
CRM, Direct Marketing and One-to-one Marketing

### Languages

He presents in English and Dutch.

### Want to know more?

Give us a call or send us an e-mail to find out exactly what he could bring to your event.

### How to book him?

Simply phone, fax or e-mail us.

### Publications

#### 2005

Change of Power, the way our Conduct Changes in a Virtual World

#### 2003

The impact of the I-culture (nominated for the title Best Management book 2003)

#### 2000

eStrategy (translated into six languages)