



Chuck Dennis

MEMBER

Charles Dennis brings over twenty years of customer service and business management experience to client engagements. He focuses on service strategy, as well as assessment, training, implementation, and coaching around service practices. He specializes in the careful handling of Angry Customers, teaching businesses to manage the anger and to embrace the business improvements that can be made by acknowledging and repairing those issues that caused the irritation.

Prior to joining Knowledge Associates, Chuck began his career as a trademark analyst with the law firm of Shlesinger Arkwright Garvey & Fado, and has held upper-management positions with Compu-Mark and Thomson & Thomson (both member companies of The Thomson Corporation), as well as Northern Light Technology. In each of these positions, Chuck's strength has been his relationships with customers, and leading the internal teams that serve them. He stresses active listening, swift action, and sincere follow-up as a way of keeping customers.

His consulting practice has included:

- Customer service strategy and delivery programs
- Creation and delivery of customer-focused electronic newsletters for a variety of businesses
- Strategic business planning for international trademark search firm
- Training programs concerning trademark/domain name basics for a multi-national business
- Domain name recovery and acquisition services for a multi-national domain name registration business
- The creation and clearance of business names for small businesses

In addition to his business activities, Chuck has volunteered for non-profit organizations such as For the Love of Life, the YWCA of Cambridge, Positive Directions, Solutions at Work, The Children's Room, and Home & Hospice Care of Rhode Island. He has been a member of the Planning Committee of the Boston Cell of *Fast Company* magazine's Company of Friends network, and has served on the Customer Advisory Board for Constant Contact. Chuck was born in Camden, NJ, and has a BA in English from The George Washington University in Washington, DC.