



GALLUP®

John Timmerman, Ph.D.
*Chief Scientist, Customer Experience
and Innovation*

John Timmerman, Ph.D., Gallup's Chief Scientist, Customer Experience and Innovation, is a renowned expert in creating outstanding customer experiences by building and integrating business cultures, systems and technologies. A recognized thought leader in the science of service, John has presented hundreds of lectures and has consulted on designing customer-centric organizations across a diverse range of industries.

Prior to joining Gallup, John served as the vice president of operations and quality for The Ritz-Carlton Hotel Company and most recently served as the global vice president of guest experience and rooms operations for Marriott's portfolio of 18 brands and more than 3,700 hotels worldwide. John is a former quality adviser for The Cleveland Clinic Foundation and served with the design and advisory group that created the Service Breakthrough Series, an initiative sponsored by the Institute for Healthcare Improvement.

John is the former chairman of the American Society for Quality, which serves more than 70,000 quality professionals in 140 countries. In May 2015, U.S. Secretary of Commerce Penny Pritzker appointed John to the judges panel for the Malcolm Baldrige National Quality Award; he became a Baldrige examiner in 2005 and served as a senior examiner in 2007 and 2008. John enjoys developing new leaders by serving as an adjunct professor at the University of Delaware.

John received his bachelor's degree in hotel, restaurant, and institutional management with honors from the University of Delaware and his master's degree in service leadership and innovation from the Rochester Institute of Technology. He completed his doctorate in hospitality management at Iowa State University. Prior to starting his career in the hospitality industry, John served in the U.S. Marine Corps as a 2nd Force Reconnaissance Marine.

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