

Hani J. Obeid, B.Sc., MBA, CMC

Dubai, UAE

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PROFILE

Highly qualified C-Level Executive with more than 28 years of management consulting development and delivery experience working with CXOs in both the public and private sectors across the Middle East, America's, Eastern Europe, and Africa. Key areas of focus:

Management Consulting	Project/Program Management	Digital Transformation Advisory	Channel Management
Strategy Development	Sales & Business Development	Corporate Governance	General management/Operations
Digital Services	Business Analysis	Human Capital	Mentoring/Coaching

- Strong consulting craftsmanship combined with cross-cultural capabilities and strong communication skills
- Proven Public Sector accomplishments in MENA (e.g., Member of the UAE Free Trade Agreement negotiation team; Author of the Federal Govt. IT Security Guidelines; Member of team to author Federal eGovt. Strategy, Lead the post-merger of 2 Government Authorities, etc.)
- Proven leadership capability of diverse senior teams and complex long-term programs in technology execution
- Results-focused; proven ability to start up new ideas from concept to realization
- Hands-on experience in various verticals: Public Sector, NGO, Aviation, Manufacturing, Energy, etc.
- Certified Management Consultant from the International Council of Management Consulting Institutes
- Canadian citizen – fluent in both English and Arabic languages

PROFESSIONAL AFFILIATIONS & CERTIFICATIONS

- **Canadian Association Of Management Consultants (CAMC):** Designation Achieved (2001):
Certified Management Consultant *CMC*
<http://www.camc.com/home.asp>
- **CMC Global Institute,**
Certificate No.: CMCGI 00002/2019
Member and Re-Certified
- **General Electric:** *Six Sigma Green Belt certified:*
2001

EDUCATION

1996 -1998 University of Ottawa (U of O), Ontario, Canada
Master of Business Administration (MBA), GPA: 8.0/10

1988 - 1992 Oregon State University (OSU), Oregon, USA
Bachelor of Science in Business Administration, Major: Marketing Management

CITIZENSHIP

CANADIAN

WORK EXPERIENCE

Jan 2020 – Present

**General Manager – Emerging Markets
neXgen Advisory Group (www.nxn.ae)**

Responsibilities include:

- Accountable for driving NXN business development strategy and activities in Oman, Qatar, Asia Pacific, Africa, CIS, Latin America, and Canada in support of corporate revenue and strategy goals directly with clients and through our partner ecosystem focused on smart cities and digital transformation.
- Lead the organization in digital healthcare in the capacity of a practice lead from partner evaluation to project solution delivery.
- Plan, lead, coordinate and oversee the activities related to market development and partner sales opportunities.
- Partner with the various industry leads to develop supporting business strategies to maximize growth throughout my region.
- Work with internal and external partners to define, optimize and measure the partner experience for all our business lines.
- Develop, cultivate, and lead channel relationships for business-related goals in digital transformation across the territory.
- Oversee the execution of the various digital transformation engagements in the capacity of engagement sponsor.

Jan 2019 – Dec 2019

**General Manager – KSA & Emerging Markets
neXgen Advisory Group (www.nxn.ae)**

Responsibilities include:

- Accountable for driving NXN business development strategy and activities in Saudi Arabia, Oman, Qatar, Asia Pacific, Africa, CIS, Latin America and Canada in support of corporate revenue and strategy goals directly with clients and through our partner ecosystem focused on smart cities and digital transformation.
- Plan, lead, coordinate and oversee the activities related to market development and partner sales opportunities.
- Partner with the various industry leads to develop supporting business strategies to maximize growth throughout my region.
- Work with internal and external partners to define, optimize and measure the partner experience for all our business lines.
- Develop, cultivate, and lead relationships for partner and business-related activities in digital transformation.
- Interact with all levels of leadership (executive, solutions, partner, development and delivery) to maintain and grow existing key partner relationships.
- Develop and execute the overall channels strategy for the field and company in the emerging market theatre.
- Hold a Quota responsibility for revenue across the emerging market of defined partner channels; manage programs to maximize sales revenue and touch and Influence revenue from across all partners.
- Coach and work hand-in-hand with both internal and channel field sales teams to provide solutions that add value to our target customers with partners like Dell/EMC, SAP, Microsoft, CISCO, Parsons, Jacobs, BuroHappold, Atkins, to name a few.
- Manage and grow the resourcing pool across our cross-functional teams at all levels
- Also oversee the Bid Management, Resourcing and the Internship Programs and lead the smart healthcare industry vertical.

Dec 2015 – Dec 2018

**Delivery Partner – Strategy and Digital Transformation
neXgen Advisory Group (www.nxn.ae)**

Responsibilities include:

I am one of the Delivery Partners in the firm overseeing business development and delivery of digital transformation engagements from advisory services to digital solutions development in the MENA region. I worked with various government heads on envisioning, advising and creating use case design of solutions (from both a business and technical point of view) matching the needs of clients. Tasks include:

- Cultivate long-term client relationships as a trusted advisor to NXN's Consulting's clients
- Create and expand bandwidth for assisting with Pre-sales in net new accounts / prospects
- Partner with sales and plan and execute the strategy for long-term profitable client growth while positioning NXN Consulting as a thought leader in the domain of Digital transformation
- Develop strategic plans and translate them to actionable roadmaps
- Meet account revenue and profitability targets of 20M USD.
- Drive demand and create opportunities (proactive and reactive)
- Influence and hold conversations with both customers and channel partners
- Define and execute account plan for current fiscal year; track performance against account plan, expected benefits and profitability targets
- Lead decisions towards executing an optimal project staffing leverage model (onsite/offshore) and mix (senior/junior) between resources
- Lead customer business requirements gathering and validation; optimize customer requirements and ensure all stakeholders are in agreement on delivery Key Performance Indicators KPI's
- Resolve any delivery issues in advance of obstacles becoming critical

**Management Consultant / Advisor
On Contract**

March 2015 to Sept 2015

Retained by a Muscat based Holding company to establish and program manage the Human Capital business context (why) - Agree on the outcomes (what) - Develop the HC design (how) - Ensure HC accountability (who); Reviewed and updated the established HC Competency Framework and worked with 3rd parties to develop effective tools; Reviewed and updated the established KPIs for the Human Capital element of the Zubair Corporation; Created an advisory team across The Zubair Corporation; Defined, assessed, and prioritized the new business realities that require HC transformation and change; Completed and communicated the business case for carrying HC transformation; Audited HC practices to prioritize those that will align with the corporate strategy; Defined and updated what makes an effective HC professional in terms of role, competencies, and activities. (competency framework); Drafted Performance Management, Reward and Recognition; Succession, Training Development policies; Created and executed a Program Coach and Mentoring Program, to name a few.

May 2014 to August 2015

Contracted by a Canadian telecommunications based out of Ontario, Canada to manage the establishment and development of the company in the ME region in the capacity of a regional VP; The company is an innovator of Virtual Fiber, a ruggedized broadband wireless solution used to cost-effectively deploy and extend secure wide area networks that enable machine-to-machine (M2M) applications, connect digital oil fields and smart grids, facilitate and enhance public safety networks, and bring Internet access wherever and whenever it's needed. In this role I developed a team of 25 professionals: Responsible for setting reporting policies, sales strategies, partner engagement incentives, growth and management of a revenue base of 25M USD. Manage projects of 250USD to 2M USD in size at client sites.

May 2014 to October 2014

Retained by an established small and medium incubator in Muscat, Oman to serve as a management consultant in the capacity of an advisory role serving as a trusted advisor to the Centre's business advisors and shareholders as they develop and implement the Centre's strategic plan; reviewed outcomes and metrics created by the Centre for evaluating its impact, and regularly measuring its performance and effectiveness using those metrics; reviewed agenda and supporting materials prior to board and committee meetings; reviewed the Centre's annual budget, audit reports, and material business decisions; being informed of, and meeting all, legal and fiduciary responsibilities; contributed to the annual performance evaluation of the shareholders and COO; assisted the senior business advisors in identifying and recruiting other Business advisors; served on committees or task forces and took on special assignments; represented the Centre to stakeholders and assisted the Centre in establishing Cooperative Agreements while acting as an ambassador for the Centre; Assisted the Centre in achieving recognition as most reputed Centre in Oman for SME assistance in 2014.

May 2013 to May 2014

Seconded by a large holding company in Muscat, Oman in the capacity of a senior advisor and acting CEO to set up a newly formed Incubator for a large family owned conglomerate and to lead the execution of the Center's strategic roadmap, human capital compliment, key operational activities, key partnerships, etc.; The Center is one of the initiatives that emanated from the Group's CSR strategic vision towards the Omani society; The Center's vision is to provide comprehensive support to Oman's promising small enterprises to enable them to succeed and grow in a sustainable manner; The Center's mission is to create an independent, non-profit organization to act as an incubator and a one-stop-shop for Oman's small enterprises in order to help them succeed and grow through achieving the required critical success factors to succeed; Responsibilities included: Coaching and Mentoring Omani entrepreneurs on how best to take their business ideas from concepts to realities; assisting entrepreneurs in developing business plans, marketing plans, organizational structures, financial feasibilities, etc. Providing all required guidance, support and coaching as required. Providing small entrepreneurs with exceptional service and sound financial advice to meet their diverse credit and cash management needs.

Feb 2011 to Feb 2013

Contracted by the **UAE Telecommunications Regulatory Authority** for a 2-year special contract in the capacity of senior advisor to the Director General to lead/spearhead all merger-specific activities for the Authority (TRA) and the General Information Authority (GIA) ensuring cohesive integration between all functions – Finance, IT, Admin, HC, Corporate Communications, and various Operational units; Recommended various Organizational models in addition to drafting job descriptions, staff assessments, department placements, etc.; Assisted in the development, enhancement and execution of the UAE eGovernment strategy in liaison with the Prime Minister's Office under the supervision of H.E. Ohood Al Roumi, Director General of Office of the Prime Minister; Drafted the Federal Information Security Guide to be passed to UAE Cabinet for approval following several consultations, best practice research and workshops with 44 representatives from 34 distinct UAE federal entities. Established high-level/strategic partnerships with various organizations and institutions (e.g. Telco operators: Etisalat & Du, Ministries, HP, CISCO, Fortinet, Commscope, BlueCoat, IDA Singapore, Consulting institutions, etc.); Drafted and updated the required internal regulatory instruments to enhance the TRA's Corporate Governance mandate some of which include: Governance Framework; Strategy Development Framework; Career Development Internal Policy; Corporate Social Responsibility Internal Policy; Performance Evaluation Policy; Performance Management Policy; Professional Development Procedures; Framework for Partners, Customers & Suppliers

Managing Director - MENA
2010 to 2011 (12-month contract)

Utopia Middle East FZ LLC
Dubai, UAE

Managed and led a regional team of +30 staff in providing a suite of enterprise data solutions (from extraction to transformation to loading to governance of company data) in sectors such as Retail, Aviation, Oil & Gas, Manufacturing, Telco, etc. across MENA for key accounts accountable for \$5M+ of revenue. Developed a pipeline of new business of \$7.16M, closing \$1.2M, from which approx. \$500k is recurring revenue. The annual target set was at \$1M. Managed alliance channels - Oracle, SAP, Maximo, IBM, HP, etc.

Managing Director
2008 to 2010

Investments House Holding Group
Dubai, UAE

Responsible for the day-to-day management, supervision and control of the Firm's operations and, in particular, for: (i) apportioning significant management responsibilities among Directors in a way that is appropriate to the business and affairs of the Firm and those persons' abilities and qualifications, that allows the business and affairs of the Firm to be adequately monitored and controlled. Executed the company business plan within a 10M AED annual budget covering several real estate and non-real estate ventures. Managed assets of AED 1B and projects having an expected total net profit of over AED 450M.

Director – eCommerce
Telecommunications Regulatory Authority, Federal Govt. - Abu Dhabi, UAE
2007 to 2008

Reporting to the Director General, created and managed an ecommerce division within the TRA and developed and executed all the required regulatory instruments for executing the UAE ecommerce federal law no.1 of 2006 while working with key stakeholders such as the Ministry of Economy, Ministry of Development for Government Sector, Central Bank, Telecommunications, etc.

Director – Sales, Business Development & Consulting Services
Tejari FZ LLC, Dubai, UAE
2004 to 2007

Responsible for managing three distinct teams of 15 professionals – sales, service delivery managers and consultants. Sustained continued revenue streams from marketplace memberships and grew the business by 20-30% year-on-year. Managed a client base exceeding 7 million USD of recurring revenue located locally, regionally and internationally. Sold new IT portal initiatives worth over 2.0 million USD of recurring annual revenue. Set up the consulting function inclusive of methodologies and deliverables (i.e. Business Process re-engineering, Integration services (RFQ / PO), Comprehensive Spend Analysis, Catalogue Management / Data Cleansing Services, Suppliers Performance Management / Vendor Optimization, Strategic Sourcing / Commodity rationalization / Pre-contract mgmt.). Worked with franchise operations (Oman, Kuwait, KSA, Lebanon, Syria, Jordan, and Pakistan), in developing sales strategies.

Principal Management Consultant
Public Sector Transformation Group (PSTG) Consulting, Toronto, Ontario, Canada
2002 to 2004

Led major business transformation initiatives in both the public and private sectors exceeding CAD975k at institutions such as Ontario Ministry of Health and Long Term Care, Ontario Ministry of Agriculture and Food, Ministry of Environment, Department of Justice, Workers Safety Insurance Board, Town of Niagara On The Lake, Labatt's Brewery, Roche Canada, to name a few. Such initiatives included Portal/Internet Functional and Requirements Definition, CRM functional analysis, REMEDY product assessment, E-Commerce readiness studies, Business process design, Business case development, Feasibility studies, Operational and Business model design, IT audit, Performance measurement, Operational assessment, Risk management, Change management, and

Project management of major transformation initiatives throughout the Project Life Cycle. Maintained client relationships at CXO levels. Managed project budgets, expense/revenue accruals, client billing, etc.

Senior Solutions Program Manager

GE Global eXchange Services, Mississauga, ON, Canada
2000 to 2002

Managed up to 30 resources (Direct and Cross-functional – Developers, BA's, QA, Architects, Engineering, Production support, etc.) located in Canada, United States, India, and the Philippines on several simultaneous E-business Projects with project values ranging from 10k-2 Million USD - requiring custom application development, portal functionality enhancement, back-end integration, and requirements and functional specification development. Maintained a client satisfaction rating of over 90% on all managed projects and received positive recognition on maintaining project budgets and Expense-to-Revenue Ratio of 38% on six (6) active projects (Target was 40-45%). Authored Requirements definition documents, Functional Specifications, QA test cases, Configuration Management Plans and Team Communication Plans, Risk Plans and Transition Plans. Enforced NASA's Software Development Methodology. Led bi-weekly PM forums for all ten (10) Program/Project Managers in Professional Services located across the Americas to achieve best practices, effective knowledge transfer, and common project management practices.

Senior Management Consultant – Business Transformation

PricewaterhouseCoopers LLP, Toronto, Ontario, Canada
1998 to 2000

Managed teams in the delivery of major business transformation and strategy projects. Developed numerous winning proposals in both the public and private sectors. Worked effectively across the province of Ontario in several industries (Federal, Provincial, and Municipal Government, Health, Financial, etc.).

Solutions Sales Manager (Ecommerce/E-procurement)

General Electric Information Services (GEIS), Riyadh, Saudi Arabia
1992 to 1994

Worked with customers to solve critical supply chain management challenges by reducing the complexity inherent in globalization, improving customer satisfaction through higher responsiveness and enhancing results by improving organizational agility. Introduced GEIS automation processes to firms' upper management and provided extensive analysis in procurement, logistics, purchasing, and investment. Managed multi-disciplinary teams on projects with values between USD 250k-2 million in size. Set up a client's 50 plus trading partner network on GEIS EDI global network bringing in a revenue stream of USD50k-100k per trading partner a year: Technology used was EDI Mainframe integration, Local Area Network Integration, EDI-PC stand-alone solution.

SELECTED PROFESSIONAL ACHIEVEMENTS

- Serving as an Advisor to the Ontario Ministry of Health Deputy Minister -Drugs Program Branch – streamlined their drug request processes through effective change management of people and technology; Reviewed the current mandated tasks and activities as they relate to workflow and business processes of two distinct programs – Individual Clinical Review (Section 8) and the Trillium Drug Program – of the Drug Programs Branch of the Ministry and addressed all the communicated operating, technology and service delivery challenges in order to increase the level of productivity and workflow and improve the delivery of program services. Further authored a functional specification of the envisioned DPB web-based service model
- Gathered the requirements for a document management and workflow application for two departments in the Ontario Ministry of Health and assisted them in the RFP development, procurement, vendor evaluation, and rollout
- For the Ontario Ministry of Health researched the Pharmaceutical landscape to identify how various pharmaceutical and biotech firms are addressing their information management needs

- Led a team of two senior consultants in understanding a ministry's Briefing Note processes in order to provide options to move forward around effective technology and efficient processes via a workflow and document management solution
- Led a team of two consultants in assessing a Ministry's Training and Certification Unit mandate, business processes, stakeholders, strategy, and alternative service delivery options for moving forward
- For a retail firm based in Ontario, Canada, led a team of two consultants in assessing core processes of two divisions with respect to linkages and dependencies in order to come to an optimal workflow solution using current technologies where possible
- Led a team of three consultants in assessing an Ontario Ministerial division's core operations, from the evolved mandate, to all associated business practices and processes, reporting relationships (present and evolved) and any resource requirements that the operation has and/or must have in order to achieve its current objectives
- Led a team of five consultants in assessing an Ontario Ministry's readiness to move towards more of an integrated information management framework by assessing all technologies and information and business requirements
- Led a team of two consultants in completing four distinct tasks: training public servants (support and management) on the fundamentals of project management methodology, tools and best practices; creating a performance measurement framework; mapping out the associated business processes associated with the passing of new legislation; and supporting the development and project management of a research unit
- For a retail conglomerate, assessed the feasibility of a workflow solution for the Promotions process activities of a Consumer product
- Managed several E-business projects using PRINCE2 (ITIL) frameworks and Six Sigma tools some of which include:
 - ⇒ The development of GXS intranet to be used by Project managers and Managers alike for a one-stop-shopping for tools, best practices, management dashboards, etc.
 - ⇒ The development of a requirements definition and functional specification assessment for a used vehicle trading marketplace solution for a private sector firm (Value size 100k USD)
 - ⇒ The development of a requirements definition and functional specification of a phased release of an electronic product catalogue functionality shared among distinct user groups (Value size 15k CDN)
 - ⇒ The management of a utility company's Critical-to-Quality requirements from definition to implementation; ensured that the GE cross-functional teams were aware of the client's expectations; and authored a Communication Document. The technology solution used a transactional engine that undertook the necessary data mapping from one file format between the utility company and a subset of their trading partner community
 - ⇒ The management of a team of 4 developers in supporting the requirements of a web based e-procurement solution having a single sign capability of various hosted and non-hosted applications via a "one window" mechanism utilizing GE's Internet Commerce Platform/ Enterprise Systems Architecture and EDI technology by capturing, designing, developing and implementing a solution to manipulate purchase orders that pass through GE's Value added network.
- Project coordinated the rollout of standard NT desktop applications for Workers Safety Insurance Board (WSIB) frontline teams throughout Canada for more than 5000 employees
- Participated in the program management role for a three-week e-business initiative for a real estate firm – from business and governance modeling to best practices assessment
- For a government office, developed and suggested work processes and workflows in order to reflect the business requirements of a new national registration system. Focused on mapping call centre business processes for the system as well as aided extensively in the development of scripts to support all call centre activities. Provided recommendations on how processes may be streamlined and improved
- Project managed a new strategic objective for another government department, a shift on service offering to becoming a contract manager rather than a service provider by mapping all business processes associated with such a transition and setting a performance measurement framework
- Led a management team from a major Insurance Firm to redesign the distribution channel management processes, mapping and challenging "as-is" processes, focusing on both back office and frontline automation opportunities, and conducting cost/savings analysis. The team was able to reach a savings of 1.9MM for the first year and a 2.0MM cost reduction for year two

AWARDS & HONORS

- (1998) PricewaterhouseCoopers LLP Canada
Spot Bonus Award for Exceptional Client Service & Project Delivery
- (1997) World Business Council for Sustainable Development
Challenge Certificate Award Winner
- (1990-1992) Pi Kappa Alpha Fraternity
C.S. Johnson Outstanding Member & Interfraternity Council Most Valued Member
- (2005) Letter of Appreciation from Ministry of Economy and Planning for Free Trade Agreement Contribution

SPECIAL SKILLS

Methodology

Familiar with several PM methodologies: PMI, NASA SEL SDLC, PRINCE2 and ITIL, Six Sigma (DMAIC, DFSS), EFQM and RADAR (Define – Develop – Deploy - Assess/Refine)

TRAINING

- GE - NASA Software Development Methodology & PRINCE2
- GE - Time Management
- GE - Genesis Consultative Selling
- GE - Facilitating Negotiations
- GE - Skilled Presentations
- Sheikh Khalifa Govt Excellence Program –
Performance Management/ Excellent Federal Entity
Excellent Service Development Criteria (EFQM)
- Learning Tree International - Software Project Planning and Management
- PwC - Basic Consulting Techniques
- PwC - Integrated Process Engineering
- PwC - Financial and Cost Management
- PwC - Project Mgmt. Methodology (11 courses)

SPEAKING ENGAGEMENTS

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| 2020 | Telecom Review Summit, Nov. 2020
Panel Moderator: Regulating data privacy in a virtually connected world |
| 2019 | Oman Technology Fund, Dec 2019
Judge, Investor Showcase for OTF Techween - Cohort 4 |
| 2019 | Omantel ICT Summit 2019, Nov 2019
Panelist: Innovating in the Future |
| 2019 | Construction Week Interview - How NXN is digitising Saudi Arabia's largest construction projects:
https://www.constructionweekonline.com/projects-tenders/183156-how-technology-company-nxn-is-helping-to-digitise-saudi-arabias-largest-construction-megaprojects?utm_source=newsletter&utm_medium=email&utm_campaign=constructionweekonline_newsletters&utm_email=gatallah@nxn.ae |
| 2018 | Telecom Review Summit, Dec. 2018
Panelist: Smart health into digital transformation |
| 2018 | SME World Summit, April 2018
Keynote Speaker, Role of entrepreneurship in smart cities |

- 2017 **IDC Saudi Government Congress, Dec. 2017**
Panelist: Putting the National Transformation Plan in Practice
- 2017 **Kingdom Digital Transformation Summit, Nov. 2017**
Panelist: The Leaders Panel: NTP 2020 & Vision 2030 – Let's Understand it
- 2015 **Panel Moderator** – “Digitization from a CEO Perspective”, Muscat, Oman
The Annual "Leadership in the Digital Age" Forum - Protiviti
- 2014 **Workshop Speaker** – “Key elements of Successful Fundraising Pitches”
Dar al Atta'a Big Give competition students
- 2013 **Public Authority for SME Development Forum, Muscat, Oman:**
Panelist - Key essentials for Entrepreneurial Skills
- 2013 **Conference Chairperson, Keynote speaker, *Essentials of Strategy Development***
Session Trainer: Launch of Zubair Small Enterprises Centre (June 1, 2013 at Shangri-La's Barr Al Jissah Resort and Spa, Sultanate of Oman)
- Conference Chairperson & Keynote Speaker:** The New Face of Technology;
IQPC Event – **eCommerce MENA Summit** (Jan 27-30)
- 2005-2007 **Member** of the **Free Trade Agreement** Negotiation team representing the UAE with the United States, Australian, New Zealand, and Singaporean governments on the topic of *eCommerce*
- Panel facilitator** for UN Procurement professionals during the DIHAD 2005 Conference, an event organized by Index Conferences and Exhibitions, and the DIHAD International Scientific Advisory Board
- 2006 **Panelist** on the 4th Middle East Purchasing Form 2006 Facilitated by the Institute for International Research; Panel Session: What are the Major Challenges & Opportunities for eProcurement in the Middle East (Nov. 27, 2006)
- Datamatrix Guest Speaker** - eServices in the UAE; Topic: How eServices can Increase Transparency & Efficiency in day to day operations (December 20th 2006)

EXTRA CURRICULA ACTIVITIES

- 2015-2018 **Advisory Board Member**, Dar Al Atta'a Charity, Muscat, Oman
- 2014-2019 **Advisory Board Member**, Zubair Small Enterprises Centre, Muscat, Oman
- 2008 **Advisory Board Member**, Stitch In Time LLC, Small Enterprise in the UAE
- 2006-2008 **Adjunct Professor** - American University in Dubai
2011-2012 Course: Principles of Management (MGMT 301)
- 2008-2010 **MBA Coach & Mentor** – University of Toronto - Rotman School of Business
Trained MBA International Tour on Essentials of Management, Strategy and Business Case Development
- 2001 **Adjunct Professor** - University of Toronto, Rotman School of Business, Executive Aerospace Engineering Program – Course: Management Information Systems (MIS)