

Α



Mansour Abou Saab

Senior Manager, Project Management and Contracts

Dar Al Handasah (Part of Dargroup), MENA / Asia

Sector: Construction Consulting

A Senior Manager of the Project Management and Contracts Department in Dar (part of Dargroup), responsible for the Contract and Commercial Management of a portfolio of major construction projects in the MENA region, with a direct role in customer relationship management and in coaching teams for project/contract management. In addition to assignments on Global projects, I have been entrusted with regional development plans (Indian Subsidiary) where I have contributed to establish and have run the corporate Project Management and Contracts Department of Dar India during the period 2016-2019, turning around large assignments in the MENA and laying the foundation to an entity that quickly found its way to profitable growth.



Ezekiel Adesina

Head of Strategy & Planning Nigeria LNG Limited, Nigeria

Sector: Oil & Gas

My Main role and responsibilities includes the following;

- Evaluating Company Business Planning cycle and process to set the tone for business objectives for the year.
- Co-ordinate and develop the Corporate Strategy through a strategy workshop and Senior Management retreat
- Continuous monitoring and evaluation of Risk Management for the company as well as maintaining the risk register
- Provide the strategic market information and intelligence to project current and future business trend in LNG industry
- 3. Create a strategy report and opportunity analysis for local, regional and global LNG markets.
- Provide business development initiatives in line with Nigeria gas masterplan and government aspirations on gas
- Prepare the Company and its subsidiary Business Plans for Company management & Shareholders
- Develop Quarter Business Review for Executive Management and Senior Management team



Kola Aina

CEO & Gneral Partner

Ventures Platform, Africa & United Kingdom

Sector: Vneture Capital

Kola Aina is Founding Partner at Ventures Platform, an early-stage venture platform championing the next generation of African entrepreneurs. He is a leading executive and board director who combines a powerful mix of entrepreneurial, investment, and technical experience across diverse industries including technology, media, agriculture, infrastructure, and real estate.

As a venture capitalist, Kola identifies and invests in early-stage technology companies focused on the disruption of financial services, healthcare, education, agriculture, and enterprise software. He has built a strong investment portfolio of best-in-class, high-growth companies. Current investments include category-defining companies including Tizeti, MDaaS, Thrive Agric, and Paystack, which was acquired in 2020.

Prior to founding Ventures Platform, Kola founded the enterprise technology company Emerging Platforms, a leader in digital education in West Africa that provided services to over 1,000,000 students.



Emre Akyel

Sector:



Nedhal AL Nuaimi

, Qatar

Sector:



Ammar AlAujan

Corporate BankerNational Commercial Bank (NCB), Saudi
Arabia

Sector: Banking

- Leading a team of Senior Corporate Bankers in charge of enhancing Banking Assets by extending credit facilities to clients in accordance to their financial needs/repayment capacity.
- Develop business strategies to meet Corporate Banking budget.
- Prepare credit recommendations, analyze financial positions, analyze credit worthiness and identify portfolio credit risk to avoid deficiencies.
- -Setting SMART KPIs to ensure meeting the strategic goals of the organization.



Luana Alexe

Senior Expert Product InnovationDeutsche Telekom AG, Germany

Sector: Telecommunications & Information Technology

I am part of Deutsche Telekom Innovation Hub (DT IHUB)), a matrix, chapter-based organization founded to foster innovation. The Product Management chapter, to which I belong, covers various roles related to Product, from POs to Head of Product. My current role is that of a Senior Strategy Product Manager for one of the 2 biggest innovation programs of DT, called "Magenta Voice". Today, my responsibilities include:

- -Managing the innovation funnel: ideation, analysis and trend spotting for B2B use cases
- -Working closely with the team to continuously define the product structure and value proposition set for the Voice platform
- -Business model validation and growth strategies development
- -Business development strategy and communication strategy
- -Scenario planning

I am also taking an active leadership role in defining the program setup, people development, as well as program representation towards the Board and other segments inside the company.



Kwesi Amanor

Country Manager

GPGC Ltd (Trafigura Pte), Ghana

Sector: Energy

I represent Trafigura on all matters in Ghana and this relates to oil trading, power project, government and parastatal / regulator relations.

In addition, I build and develop commercial relationships with all current and future counterparties and is the link between Trafigura and the private sector in Ghana.

Key part of my role is to help create and maintain the optimum environment for Trafigura to trade and grow market share.



Chigozie Amaraegbeni

Co-Founder/CEOFinche Advisory Services, Nigeria

Sector: Finance

In my current role, I am responsible for acquiring clients (renewable energy firms and SMEs) as well as partnering with financial institutions, leading first level due diligence to ensure that the clients as well as their proposed projects/expansion strategies are viable, and then developing investment decks which I shop around or financial partners. I then manage the relationships between both parties with a view towards financial close on transactions.

I also handle relationships with the companies advisory board, review collaboration agreements and MoUs, and work on developing a short-long term vision for the company.

Internally, I also work on building the company culture, determining requirements for recruitment (we are looking at expanding the team this year).



Rosie Bajjali

Management Coordinator

National Express Card, Jordan

Sector: Finance, payments, payment srvices

During the last eight years, I have been working in the payments sector in Jordan, getting an in-depth understanding of these issues and finding adequate paths to identify possible solutions. In this process, I have been working on different payment methods and operations, both locally and internationally, taking care of operations and technological solution implementation, while looking at business development & strategy.

As such, my roles vary from strategic and managerial to building relations with key accounts and banks (both as lenders and clients). I focus on finding potential prospects and supervising existing projects to ensure that operations run smoothly. I also keep an eye out for potential business expansions and technological advances especially with local banks and merchants, and also in the broader financial/payments world.



Valentine Joseph Gandhi Bavani Rajan

Chief of PartyMEL Support to USAID Indonesia, SE Asia, Africa and MENA regions

Sector: Public Policy, Research, Monitoring and Evaluation and Tech4Good

Leads the team that provides Monitoring, Evaluation and Learning support to USAID/Indonesia, particularly for development of the 5 years Country Development Cooperation Strategy (CDCS) in line with Government of Indonesia's own 5 year plans. Strengthening strategic planning processes supporting Collaborative Learning and Adapting (CLA) and conducting Innovative studies and Performance Evaluations for the USAID Mission's Health, Environment, Democratic Resilience and Governance and Human Capital and Partnership technical offices on behalf of the USAID Mission's Office of Strategy and Programs. Contracted through Social Impact Inc.

Also founded The Development CAFE (DevCAFE) a Research, Evaluation and Tech for Good, think tank, based in Kenya, India, Indonesia and Zambia. Founded in 2001, DevCAFE conducts high quality research for development, utilizes innovations in technology for international development, and conducts capacity building workshops around the world. www.devcafe.org



Bevan Boote

Managing Director - Client Acquisition Meltwater, United Kingdom

Sector: Technology - Media Intelligence

I am the Managing Director of the client acquisition for Meltwater in London. Meltwater is a global leader in media intelligence and recently went public on the Oslo Børs Stock Exchange.

Meltwater has provided an incredible platform to rapidly learn business and leadership. I excelled as an individual contributor, consistently the top performer in EMEA, and then found my passion in leadership. I have comprehensively worked in both emerging and highly competitive developed markets. I have successfully lead the launch of a new product and more recently turned around two of Meltwater's most established offices; London and Cape Town.

I am responsible for the full profit and loss for the office and I measured on the "Rule of 40" - growth rate plus profit margin should exceed 40%.

My broader responsibilities include; all hiring/recruitment, onboarding, training of employees, development of sales methodology, coaching, strategy, and career goal attainment for team members.

C



Fiorella Cardenas Zavaleta

Head of Customer Experience Senior Advisor PLDT, Philippines

Sector: Telecommunications

Senior Project Manager with broad experience in Business Process Transformation for both B2B and B2C, New Business Development, Strategic Projects, Customer Experience and Churn Management. Currently leader of the PLDT/Smart Telecom Customer Experience Transformation Programme, which involves a 3 year race towards Customer Excellence in all the organization, using advanced analytics, agile methodologies and culture transformation to make our service a differencial value to our customers in a very competitive market.

Main responsabilities involve Churn and Retention Management, NPS, development of our own CX Score, Digitalization, Risk Reputation Management, Cost efficiencies and Revenue improvement through Customer Base Management, Claim Managament and CX Promise Delivery.



Nazan Cayrak

Strategic Accounts Director Finastra, United Kingdom

Sector: Fintech

Strategic Accounts Director at Finastra, builds and deploys innovative, next-generation technology on open architecture and cloud ecosystem. We bring deep expertise and range of solutions spanning retail banking, transaction banking, lending, treasury and capital markets. We have around 9,000+ customers, including 90 of the top 100 banks globally. My role is leading a diverse team to expand the coverage, innovate together and set reference examples for the market in our Strategic Accounts.



Amrita Choudhury

Manager, Innovations
Ernst & Young, United Kingdom

Sector: Strategy and Transactions: Finance

Being a builder at heart, my core focus for the last 13 years of my career, has always been to "create"; this has ranged from building a new product, nurturing a cohesive team or defining a new process/strategy. At Ernst and Young, I lead a small group which helps to incubate products that can change the way teams deliver solutions to their clients, using emerging technologies like Natural Language Generation and machine learning across various platforms like Azure and AWS. I am also responsible for defining go to market strategies to commercialize these products. In parallel, I mentor interns and small teams to build productivity tools and co-create products with our customers.

I am currently managing a portfolio of products under the innovation umbrella and continue to build a technology ecosystem encouraging collaboration and technology consolidation pan organization. With this course, I aim to learn from the best, alongside the best, to help me build the best! D



Robert D'iorio

In my role as managing partner my main responsibility is strategic planning for growth.

Founder/Managing PartnerThe Law Office of Robert A. D'Iorio, PLLC, US

Sector: Legal



Shobhit Dixit

Senior Manager Data Analytics and AutomationAIG, United Kingdom

Sector: Insurance

Serving as a lead and SME for EMEA data analytics and automation team in Internal Audit Group. Support auditors in identifying opportunities and develop automated audit tests which helps in increasing efficiency and providing insights and advise critical to the business using data.

E



Jim Economou

professor UCLA, USA

Sector: medicine

Professor of surgery, molecular genetics, and molecular pharmacology at UCLA. Scientific founder of biotech companies in the cancer cell therapy field

F



Joshua Fang

Head of Operation Hilti Group, China

Sector: Anchor Unit As the GM successor, redesigned the operation strategy and organizational transformation tactics. Leading the implementation of the digitalization to expedite the I4.0 transformation in 2021. Supervise 350 employees, and covered new product introduction, engineering, planning, production, maintenance, warehouse, and change initiatives. The high-volume mass production plant generates annual production value at around 55m USD.



Yann Finger

Senior Intelligence & Operations Manager

DIGITALEUROPE, Belgium

Sector: Non-Profit



Andrew Foo

Group Associate Director

Dulwich College International, China

Sector: Education

I work for an education group with over a dozen colleges across Asia. I am currently in a technology and information security leadership role based in Shanghai, reporting to the Group CIO. I lead the newly established group cybersecurity & governance function, with oversight for corporate IT and the Project Management Office.



Luciano Forino
Strategy Manager

Rolls-Royce Holdings, United Kingdom

Sector:

I led cross-functional teams to develop and execute strategy



Cheryl Fung

Branch Innovation & Technology Manager Hang Seng Bank (HSBC Group), Hong Kong

Sector: Banking

Being a branch innovation and technology manager, my major responsibilities are to source, plan and implement innovative solutions to frontline staff to streamline their operation, introduce new customer-based tool to enhance customer experience and revamp business model.

I also provide internal consultancy, hold coaching session to staff, track & monitor milestones and regularly report to Senior Manager on the KPIs.

G



Jamie Garden

Director, Global Tools and Equipment Worley, United Kingdom

Sector: Energy

I run a temporary equipment business which supports customers deliver their energy transition projects. It's main customer is its parent company Worley and it has some new external customers. Recently the decision has been made to consolidate the numerous distinct equipment businesses Worley owns under one global business. My role is lead the transition to a consolidated business, set the vision, mission and strategy. I'm accountable for the financial performance of this business, so driving growth and efficiency are central to my role.



Gergely Gazdag

Founding Partner

Gergely Gazdag, Hungary

Sector: Management Consulting

We founded Patrimony Edge - a management consulting firm - when we realised the apparent synergic value of linking strategy to finance. I actively led strategy formulation and implementation projects in SMEs, whilst my co-founding partner was an accounting professional and assistant professor with teaching and consulting expertise in performance management, financial and management control.

We target SMEs ultimate decision-makers in highimpact engagements to solve their most pressing challenges. We thrive on being transformational agents who enable SMEs to become large companies. We have gathered experience in tool manufacturing, moulding, logistics, renewable energy, e-commerce and the public sector (mostly universities).

I am responsible for the strategic and change management engagements that encompass analyses, strategy development and implementation. My other chief responsibilities are building new products, pursuing innovative ideas and keeping the team intact and productive.

H



George Holder

Venture Partnerships Manager

Mott MacDonald, United Kingdom

Sector: Engineering Consulting

Over five years experience at the intersection of corporate finance, strategy and innovation. Currentl working on investments in early-stage, infrastructure focussed startups

Connecting our invested startups with our business units to realise the value of the ecosystem for Mott MacDonald Digital Ventures and our partners.



Lee Howells

Head of Artificial Intelligence (Strategy)
PA Consulting, United Kingdom

Sector: Consulting

I help organisations understand and apply Artificial Intelligence technologies to real-world challenges, achieving industry leading outcomes for users and citizens.

As head of Artificial Intelligence, I am responsible for setting and implementing my organisation's AI strategy, ensuring both a unique market position and a fit within the wider organisation's market position. This requires creating trusted working relationships with clients and partner organisations, helping to maintain an ongoing understanding of current and emergent trends and needs.

I am also responsible for development of market facing AI propositions, focusing on development of AI centred strategies and implementation plans to help clients realise operational efficiencies and potential growth opportunities. This typically involves influencing and communicating across multi-disciplinary teams, helping to create outcome focused cross supplier management and delivery approaches, to achieve common shared objectives.

K



Adam Kaye

Principle - Innovation

Water Corporation, Australia

Sector: Utilities

I lead transformation and change at the Water Corporation and in the water industry through Innovation. I am the Water Corporations Innovation SME and currently delivering a holistic organisation Innovation framework that will bring together all our Innovation activity.

This involves fostering a culture of innovation, creating an internal and external network to discover ideas, reviewing them to see if they align with our Company's strategy, engaging partners, growing relationships, preparing business cases, managing budgets, project and portfolio management and learning from what we do.



Zakir Khan

DirectorMultisourcing Ltd, Bangladesh

Sector: Information Technology

Multisourcing is a global information technology company working closely with mobile operators across Asia. My current role is to look at the evolving market needs in the information technology industry and identify effective strategy to align our business with such needs. I look after steering our companies globally, from a strategy point of view, towards our vision of expansion internationally to 30 countries. This involves working closely with our product development and marketing teams as well as alignment of customer needs.

Additionally, I participate in our private-equity division, where we invest in innovative startups through our company.



Carolle Kinyua

MARKET ACCESS MANAGER NOVARTIS SOUTH AFRICA (PTY), SOUTH AFRICA

Sector: PHARMACEUTICALS

I'm currently market access manager, responsible for the specialty portfolio for the Novartis business in South Africa. In this role I'm responsible for:

- ? Designing and conducting economic evaluations and budget impact analyses to support reimbursement for portfolio products
- ? Designing innovative access models to broaden patient access -
- ? Developing pricing and market access strategy for launch brands
- ? Leading negotiations with payers (health insurance companies) to secure preferential listing and reimbursement

?Providing input in the co-creation of the pre-launch market access strategy for products in the pipeline ?Conceptualization of health economics and outcomes research studies to support the broader market access strategy

? Interpreting findings from non-interventional data analytic projects, and communicating key insights to internal cross-functional teams and externally via publications



Yu-Ting Kuo

Corporate Vice PresidentMicrosoft Corporation, USA

Sector: Information Technology

I am a Corporate Vice President in the Technology and Research Group at Microsoft. In this role, I work on cross-company technical and strategic initiatives. My current focus areas are environment-aware machine learning and AI platform scaling.

Previously, I founded and oversaw Microsoft's Computer Vision Engineering Group, where I managed a global engineering and science organization that developed state-of-the-art technologies in the areas of computer vision and mixed reality. I also helped found Microsoft's AI R&D Center in Taipei and Mixed Reality and AI Lab in Zürich where the company works on advanced machine learning and computer vision capabilities.

L



Andrea Leti

Vice President of Business DevelopmentPlanned Parenthood, Los Angeles, United
States

Sector: Healthcare

Responsible for generating long term value for the organization and identifying opportunities for improvement in the current business model and operations.

I develop and oversee strategic initiatives like new service lines, strategic placement of new locations and partnerships with other healthcare organizations and public institutions.

In my previous career, I worked as a management consultant in the healthcare industry, leading turnaround projects at some of the major hospitals and health systems across the United States. I'm a systems engineer with a Masters in Management, my background is in operations management and business strategy for sustainable growth.



Sylvia Lu

Head of Technology Strategy
u-blox, United Kingdom

Sector: Telecoms

A multi-award-winning engineer and inventor, a non-executive director, advisor and ambassador, Sylvia has over a decade of experience in the Telecom industry for 4 mobile generations, and was recently recognised as UK's Top 50 Women in Engineering.

Sylvia Lu is Head of Technology Strategy at u-blox - a Swiss creator and global leader of wireless chipset and modules, where she heads cellular technology strategy, global standards and industry alliances. Sylvia is based in Cambridge, UK.

Sylvia holds several NED positions on national and global industry Boards: she is an elected Board Director of CW (Cambridge Wireless), and Advisory Board member of UK5G, which provides independent advice to the UK government and national 5G networks on 5G deployment plans. She was recently elected to the Board of 5G-ACIA (5G Alliance for Connected Industries and Automation), joined forces with global industry stakeholders to influence 5G development and deployment in line with industrial imperatives.





Mk Mabhena

Owner/Manager Sanicrete, South Africa

Sector: Manufacturing

We manufacture/supply concrete products (manholes/concrete pipes/rural sanitation solutions) to governmental clients located in rural areas. Role and responsibilities:

- * Business development
- * Project oversight
- * Human resources management
- * Client relationship management
- * Marketing management
- * Supplier negotiations and management.



Simon McQueen

Co-founder & Director

Bright Heart Education Ltd, UK

Sector: Education



Value Delivery Manager Exponea, UK

Sector: SaaS Business

I am the co-founder of a tutoring agency and education consultancy focused on helping pupil's with special educational needs. I am Bright Heart's Co-MD, but as the company has only been operating for 2.5 years, my role is still quite varied.

My key role involves managing and growing the business, while my co-founder focuses on our client and tutor relationships. I have broad responsibility for finance, operations, strategy / corporate development, and legal / compliance.

Having added a senior hire last April and then an administrative part-time hire in October, I have recently been able to focus more on my key role and less on certain of the day-to-day tasks which while very necessary, can be quite time-consuming. Although the company is growing well, scaling successfully is never an easy task, and this now consumes most of my energy. I have a financial background and previously worked in private equity and am really enjoying the challenge of being a small business owner.

Joined a new role as Value Delivery Manager and relocated to London in November 2020. The role is to cover implementation of Exponea platform successfully to the end while understanding client's business needs and what they want to achieve with Exponea. Additionally I am leaving internal projects focused on business operations at Client Services department.



Francesca Monti

Head of Strategic Planning
Generali Foundation, IT

Sector: Insurance

As Head of Strategic Planning at Generali Foundation my main responsibilities cover:

- design and coordinate Generali's global social investment and partnership approach (with nonprofits, social enterprises, start-ups and public institutions) by driving the implementation of new Foundation's strategy across Europe, Asia and Latam
- Lead the design and implementation of insurance and fin tech products and services producing social benefit
- Develop and roll-out a multi-countries (20+) and multipartners (50+) impact measurement system elaborating quantitative and qualitative data to track social impact



Helen Mtshali

Managing Director - Healthcare Financial Services

General Electric South Aica, South Africa

Sector: Healthcare

I am currently responsible for structuring financing solutions for healthcare customers looking to purchase GE Healthcare equipment whether it be government, private sector (healthcare practictioners and larger hospital groups).

N



Pamela Nawaggi

Sector:



Sizakele Nkabinde

Sector:



Jimi Osinowo

Board ChairDominion Trust Limited, Nigeria

Sector: Finance, Maritime

As Chair of the Board of Directors, major responsibility is focused on repositioning the company and new management towards improved productivity, quality service and profitability. From restricted equity trade, the company is expanding into asset management, trusteeship and bureau de change activities, with future outlook on investment banking, leveraging on improved corporate governance and enhanced IT/client relations. Maritime strategy and security remains area of consultancy particularly in the Gulf of Guinea.



Ekin Ozen

Northern Europe Senior Marketing Technology Manager Procter & Gamble, United Kingdom

Sector: FMCG

I am the Northern Europe Marketing Technologist at Procter & Gamble. My main responsibilities are leading the data strategy for the UK, Ireland and Nordics. Enabling marketing & brand teams by transforming our consumer systems, databases and processes. My core responsibility is to drive mass precision with the power of first party data and work on acquisition and enrichment plans. I am also heading up the Italy Marketing Technology team.

P



Emma Palmer [Anderson]

Strategic Delivery Lead Rail Delivery Group, UK

Sector: Transportation

Strategic Delivery Lead responsible for coordinating future rail ticketing innovations. Currently on secondment to Chiltern Railways as Head of Revenue, responsible for revenue recovery strategy,

overseeing forecasting and retail systems development.



Project manager Bayer Plc, United Kingdom

Sector: Consumer health



R



Cristina Radu

Marketing Director Prodal Group & Carpatina Beverages, Romania

Sector: Spirits Business

Member of the Board Team, leading the Annual Operating Plans of the company portfolio via marketing & trade operations, brand building & innovation agenda with the objective to sustainably drive brand growth and A&M ROI.

Portfolio transformation and management across the Spirits and Water categories, with direct impact on brand equity & EBITA growth. Organization reconfiguration via creating winning teams and setting structured processes.



Manish Ranglani

Location ManagerAnixter Middle East FZE, United Arab Emirates

Sector: Distribution

I manage the Anixter's Electrical & Electronic Solutions (EES) Division in UAE and the Qatar where I am responsible for the sustained top-line and bottom-line growth across our product and service offerings. My experience over the past 17 years has been in working with large customers in the Oil & Gas, Power and Telecom sectors.

As part of my responsibilities, I devise growth and expansion strategies across geographies and customer segments by analyzing geopolitical and macroeconomic factors in the Middle East. With the merger of Wesco and Anixter, I have become more involved in leveraging the combined strengths of the two companies to further accelerate our growth in this region.

My interests are in Game Theory, Behavioural Economics and Applied Bayesian Analytics. I am based out of Dubai.



Alfredo Rivera Barletta

Digital Director Arca Continental - CCSWB, United States

Sector: Consumer Goods

Formalize, prioritize, and mobilize the digital transformation agenda for Arca Continental - Coca Cola Southwest Beverages.

As Digital Director I am tasked with identifying and delivering current and future initiatives that will contribute to the digital transformation of our operation. In doing so, I partner with functional areas across the AC-CCSWB's value chain to make sure all initiatives can be successfully rolled out.

A critical component of my work is developing partnerships between IT, Commercial, Supply Chain, and Finance groups to ensure pragmatic implementation approaches that will yield tangible short and/or long-term financial benefits for our organization.



Kevin Roos

Sr. ConsultantPoint B, United States

Sector: Energy

As a management consultant in the energy industry, I advise utility clients on sustainability piloting and energy distribution technology. I lead a portfolio of projects that today designs how the energy grid in Phoenix, Arizona will operate in 10-15 years, specifically efforts in decarbonization (solar/electric vehicles/microgrids/batteries). Outside of my client work, I manage my firms innovation lab pilot, bCreative, which crowdsources associate ideas and drives funding, piloting, and implementation of ideas across all levels of Point B.

S



Trent Sawyer

Director, StrategyCoca-Cola, United States

Sector: Beverage

Help define strategy for the full North America Supply Chain, helping define direction of supply chain evolution, selecting initiatives for team to pursue, and helping make decisions for all key decisions taken by Supply Chain Strategy team. Iso typically lead 1-2 high complexity transformation initiative at a time while serving as supporting member for other initiatives led by teammates. These initiatives may involve production facility footprint decisions (e.g., plant closures/consolidations/expansions), new comanufacturing partnerships, major changes in product design or innovation support capabilities, or enhancement to network management "control tower" capabilities. Initiatives leadership typically entails strategy development (identification of opportunity, options, evaluations, analysis, recommendations), stakeholder alignment, decision making support (e.g., steering committee stewardship, business case development/represen



Sheila Shanmugam

Sector:

Т



Mayuko Terada

Marketing manager Istyle.inc, Japan

Sector: Information Technology and Retail

Managing customer communication to make a better user experience

- -Designing a strategy of customer communication tools, contents, and time.
- -Directing system and application development to achieve better solutions for customers.

 Implementing and transforming customer-oriented strategies using a customer database.
- -Analysing customer data and market insights to improve customer satisfaction and retention rate.
- -Managing projects from end-to-end including setting scope, deadlines, and budget while encouraging synergies with other divisions.

W



David Wills

President EmeritusNational Christian Foundation, United States

Sector: NGO

My primary roles include serving high net worth families and high impact non-profits; consulting with them to enhance how these families and organizations can be wise and strategic in their efforts. This involves primarily serving on two platforms: non-profit boards of directors and corporate boards of directors. In the non-profit arena, the primary US entity is the National Christian Foundation and the primary global entity is TrustBridge Global Foundation, a Swiss charitable organization.



Kathy Wright

U.S. Embassy - Dar es SalaamUS Department of State, Tanzania

Sector: Government

United States Embassy in Dar es Salaam.

Spouse to the U.S. Ambassador to Tanzania

Previously Deputy Assistant Secretary for International

Organizations and Senior Advisor for Global Women's

Issues

U.S. Department of State/Washington D.C.





Homer Yu

CEOCheong Hing (1917) Ltd, Hong Kong

Sector: retail and wholesale

CEO of a group of companies in the wholesale and retail field handles quality world brands such as Zwilling and World Kitchen for household, skincare in personal care and in 2020 introduced Plasma Ions products to fight against Coronavirus.

My row is to lead the company in business short and long term strategy, risk management, change management, motivation for staffs, creative innovation and public relationship.

