

#### Profile:

Visionary leader who executes within time & budget constraints, with critical people skills.  
Dynamic motivator working effectively across multi-cultural boundaries focused on results.  
Strong Customer relationship building sensitivity with revenue growth focus. Natural ability for  
“Business Process Simplification” directly impacting performance to bottom line.

#### Education:

Royal Holloway, London University PhD ICT for Development 2005 (In process)  
King’s College London Senior Associate Research Fellow 2005  
British Standard Institute, England Lead Auditor (BS 7755) ISO 17799, 2003  
Stanford University, (CAE) Palo Alto, USA Marketing & Strategic planning, 1998  
California State University, San Jose, USA Master of Science, Engineering, 1995  
British Standard Institute, England Lead Auditor (BS 5750) ISO 9001, 1992  
London University, England Bachelor of Science, Civil Engineering, 1981

#### Professional Experience:

e Worldwide Group, April 2002 – Present Chairperson & Founder

Created and established the e Worldwide Group comprising a consortium of leading International ICT & Security companies with combined revenue of \$12B, with operations focusing in the ME, South East Asia and African regions.

Developed high level relationships with government officials, members of royal families and leading industrialists in the region to understand market needs and business drivers.

Developed strategic alliances with European governments to enhance their regional presence and facilitate business development and knowledge transfer to the region

Multi dimensional Research on the Use of ICTs for Development of marginalized Communities emphasizing; Impact of Telecentres on marginalized communities (women, disabled, elderly & poor), Critical Success Factors for Telecentre Sustainability and the Role of ICTs for Gender Empowerment.

Consultancy for Achieving Productivity & Competitiveness; ICT Solutions for Micro, Small and Medium Enterprise through establishing District Business Information Centres (DBICs) at Kampala, Uganda.

Multi dimensional comprehensive needs assessment of Razzaqabad’s community in rural Sindh in collaboration with Indus Motors identifying the key requirements of local community and recommendations for establishing a self sustainable multipurpose community telecentre through public private partnerships.

Evaluation of JPMC’s Telemedicine Centres in rural Sindh, critically analyzing their performance in terms of communication; voice video and data and created a comprehensive report on Technical and Comparative Analysis of Communication Solutions, and recommendations for JPMC’s Telemedicine centres.

Partnered with UNDP, ADB, UNESCO, UNCTAD & IDB to provide “e enablement” strategies to develop good governance and cost effective ICT solutions for multiple sectors, such as Government, Financial Institutions, Industry, Healthcare and Education which supported the

Human Resource Development (HRD), poverty alleviation and gender empowerment initiatives in countries such as Pakistan, Nigeria, Iran, Sri Lanka, Bangladesh, Malaysia, Oman and Nigeria.

Developed & conducted workshops presenting “Easy to implement” ICT solutions for gender empowerment, poverty alleviation and human resource development at various International Conferences across the region.

Created a JV with European and South Asian companies to provide biometric Homeland security solutions with state of the art technology integration to address Identity Theft and Boarder Security.

Created a technology transformation road map for the modernization of central command and controls centers (C4I) to prepare for Net centric warfare. Identified solutions to provide interoperable information exchange for joint military operations. Defined pilot projects required to conduct “proof of concept” along with roll out plan. Designed and conducted training force technology acceptance and information security.

Developed and implemented a comprehensive Physical and Information Security strategy for the first “Intelligent” tower building in region. Defined, qualified and deployed the total solution for the project along with establishing a disaster recovery and business continuity strategy.

Conducted a multi-dimensional Security risk assessment and mitigation plan for the High Security zone for the Karachi City Government, Pakistan.

Designed an intelligent security surveillance solution (Physical & Communication) for the GE/Uch Power plant, Sindh Pakistan.

Participated as a principal member of several critical tasks force teams in the government and private sectors working to define strategies and implementation methodologies for e-business, e-government & e-education.

Established a process in partnership with the governments to support the private sector to prepare for e-business and created a monitoring process to ensure effectiveness of the operations. Facilitated and mediated consensus on major conflicts across multiple ministries, private and public sectors to define new enabling policies and processes. Delivered results in multiple dimensions across political and territorial boundaries.

Created e-enablement plans and conducted risk assessments to support BPR and e enablement initiatives for the commercial and defense sectors.

Developed and conducted multi-level training and International certification for Information Security, e-business, Network Security, fundamentals of “e infrastructure” and assessing “e” readiness level for multiple sectors.

Partnered with leading Industrialist, Multinationals and Telecoms to create new Customer Satisfaction strategies which created a Customer Driven environment in the companies resulting in increased Customer Loyalty and Satisfaction.

Lucent Technologies, June 1999 – March 2002

Sr Vice President, EMEA, (Chief Quality Officer) 2000-2002

Rebuilt and sustained relationships with strategic global and pan-e customers across all divisions and initiated joint marketing initiatives to increase market share (e.g. BT, Bezeq, C & W, DT, Etisalat, FT, Global Crossing, KPN, KPNQwest, Netia, Orange, Omnitel, STC, Telefonica, TI, Telia, Tiscali, Thus, Vivandi).

Created a closed loop Customer feedback system integrated into all of the business units worldwide to ensure “One face to the Customer” resulting in the reduction of duplication of internal activities and increased Customer Satisfaction and customer Trust.

Prevented a revenue loss of \$900M in 6 months by negotiating crisis and litigation situations impacting revenue. Achieved savings of \$600M (process improvements & restructuring), increased revenue by \$400M, and reduced execution time (90days to 25days) by creating and implementing a “customer relationship” process

Led a focused team to improve the “Solutions” testing processes that addressed performance, compatibility & customer requirements issues, which improved accuracy and reliability of solution deployment and reduced cycle time by 25%, achieving savings of \$100M.

Established a closed loop New Product Introduction (NPI), First Office Application (FOA) & solution deployment process to ensure “defect free” installation which reduced cycle time by 30%, achieving savings of \$300M.

Reduced problem resolution time by 25% and achieved a savings of \$400M by leveraging and refocusing program management and technical support on revenue impacting situations.

Increased field Quality Levels by 60% and achieved savings of \$550M, whilst reducing cycle time from 25 days to 48hrs by leading a cross functional team to address issues and improve efficiency. (DOA, MTBF, EOL, SLAs, SIT, SQA, RMA, spares )

Ascend Communications/ Lucent Technologies, June 1996 – June 1999  
Sr Vice President, Worldwide Quality & Customer Satisfaction

Developed & implemented a global customer “Audit” process (Health check) to assess the customers Network on a quarterly basis. Identified revenue growth opportunities which increased revenue by \$400M.

Managed global customer escalations & negotiated exposure situations which prevented a revenue loss of \$850M.

Established strategic alliances with global customers strengthening business relationship & trust. (eg. ATT, Ameritec, Beseq, BT, China Telecom/Unicom, DT, Egynet, Etisalat, FT, KPN, KPNQwest, Level 3, MCI Worldcom, Bellsouth, Orange, C&W, NTT DoCoMo, NEC, SBC, STC, Sprint, Omnitel, Telefonica, TI, Telia, Telstra, Verizon, Vivandi)

Created a global customer feedback system that reviewed technical & business requirements to ensure that perceptions were fully understood and addressed which reduced cost by \$300M, increased revenue by \$800 M and increased efficiency across supply chain 40% and increased customer satisfaction 40%.

Managed integration of global acquisition and consolidated multiple systems and processes which achieved a savings of \$300M.

Quantum Corporation, August 1992 - May 1996  
Director, Strategic Quality Systems & Engineering (1994-1996)

Developed, maintained and improved a methodology that measured the effectiveness of business, design, & manufacturing processes which reduced cycle time by 25 % and saved \$120M.

Identified & improved multiple processes impacting customer satisfaction and cost by conducting quarterly audits of key processes worldwide. (business and manufacturing) which improved quality levels by 60%, reduced complaints by 30%, increased revenue by \$100M.

Developed a customer feedback system with account management and field engineering to proactively address potential customer issues, increasing revenue by \$90M.

Created and managed product design feedback systems and global corrective and preventative action system. This achieved savings of \$80M, reduced customer complaints 25 %, problem resolution time reduced 50%.

Reduced cycle time by 30% and improved quality levels by 50% by leading team in simplifying documentation system to reflect core processes in product development, manufacturing and business process.

Partnered with Anderson Consulting & Japanese manufacturers (MKE) to develop a joint “Quantum & MKE” quality assurance system with overall yield improvement of 60%.

Led a cross functional global team (Singapore, Ireland, USA, Japan, Malaysia) managing critical processes to address quality issues. Improved quality level by 60%, and saved \$50M. Created and implemented customer configuration line to address a 90% field returns issue caused by visual defects (HP, Dell, Compaq, IBM) reducing customer complaints by 60%.

Manager, Strategic Quality Systems & Engineering (1992-1994)

Achieved ISO 9001 certification across all division worldwide by implementing an integrated quality management system. Created a global cross-functional quality team & forum that leveraged best practices and eliminate duplications resulting in a savings of \$80M.

Motivated and increased team spirit and effectiveness by established an annual quality awards system to reward teams and individuals for outstanding efforts, whilst saving \$100M.

Digital Equipment Corporation, September 1988 - June 1992  
Senior Manufacturing Development Engineer (1988-1992)

Led cross functional teams to implement SPC, epoxy D/A, curing, open tab bonding, chemical cleaning processes, thermal analysis and contamination control processes for class 100 & 10,000 areas which resulted in a yield improvement of 50%..

Achieved uniformity in process yields (all shifts and locations) resulting in a savings of \$40M and increased yield of 25% by developing process specifications and training material for all MCU processes. Created and conducted classes in basic problem solving techniques (BPST) and clean room protocol.

Conducted a comprehensive study on “clean room contamination”, then upgraded the clean room from class 10,000 to class 100 and increased yield of 60% and achieved savings of \$100M. Developed and implemented a global employee awards & recognition program which improved the motivation and synergy of the workforce but saved \$50M.

Advanced Micro Devices, May 1981 - September 1988  
Senior Packaging & Process Engineer (1981-1988)

Designed, developed & implemented silver glass die attached process. Transferred process to all offshore facilities. Established plastic and hermetic package design rules and process specifications which increased yield by 50% and saved \$100M.

Provided engineering support by troubleshooting manufacturing issues for die attach, wire bonding, sealing & cleaning processes both domestically and for the volume offshore plants. This increased yield by 60% and saved \$ 200M.

Audited and coordinated corrective actions with supplier for ceramic packaging, wire bonding & lead frames in Southeast Asia, resulting in increased yield of 40%, increased customer satisfaction 30% and \$ 80M savings.

Created, drafted and released engineering specifications for the design and procurement of packages. Developed, implemented & monitored SPC systems for offshore production sites key suppliers, saving \$ 30M and reducing cycle time by 40%.

#### Recent Presentations and Publications:

Research paper on, Evaluating the Role of Telecentres for marginalized communities, 2007

Research paper on, The Sustainability of Telecentres, 2007

Speaker at the International Youth Forum, "The power of Youth for peace Youth speak we listen!" on Global Citizen in a connected world, Egypt, September, 2007

Speaker at the 2nd International Symposium in ICT4D, Karlstad University, Sweden, on Role of Telecentres for Gender Empowerment, August 2007

Speaker at UNCTAD: Building a knowledge society for All: the role of science technology and innovation and the importance of creating trust to foster partnerships on using ICT to build Public Private Partnerships, July 2007

Speaker at GAID/UNCTAD/OCCAM, The information society: new perspectives for post -WSIS scenarios on The benefits from Information Society, Geneva, Switzerland, July 2007

Speaker at CONGO: Civil Society Development Forum 2007, "A Platform for Development: Countdown to 2015" on Gender and ICTs, Geneva, Switzerland, June 2007

Keynote Speaker at International Conference ICT 4 Sustainable development through Income Generation on ICT for Entrepreneurship Development and ICT for Gender Empowerment, Pakistan, March 2007

Speaker at 1st International Symposium in ICT4D, Collective Forum, Royal Holloway University London, on ICT for Gender Empowerment and Poverty Alleviation, 2006

Speaker at a conference on Emergency Services; ICT for Disaster Management, Pakistan, 2006.

Research paper on, Evaluating The Role of ICT Policies For Gender Empowerment, 2005