

ROBERT H. KENMORE

(516) 578-8420 • rkenmore@gmail.com • www.rkenmore.com • Catskills, New York

EXPERIENCE

INTANGIBLE COIN / BOOK OF INTANGIBLES

2016 - present

Founder / President (Ulster County, NY)

Starting-up for-profit and non-profit, to quantify and appreciate intangible value (e.g. goodwill, gratitude).

DEVRY UNIVERSITY

2003 - 2017

Associate Dean, Program Development (Chicago, IL + remotely from Long Island, NY)

Increasing responsibility for curriculum development, generating roughly \$500M of incremental revenues across all academic disciplines from new programs; whose structure, design, and content complied with strategic marketing goals as well as federal regulatory, regional accrediting, and state licensing standards.

Also programmed proprietary software, to streamline proposal-writing and course delivery processes.

Visiting Professor (New York, NY + Online)

2003 - 2015

Instructor assigned to teach 2000+ graduate-level working adults enrolled in 10 different general or project management courses, both onsite (61 sections since 2003) and online (99 sections since 2004).

HOFSTRA UNIVERSITY - SATURDAY COLLEGE

2002 - 2005

Adjunct Assistant Professor (Hempstead, NY)

EFLOW

1998 - 2007

Independent Consultant (New York, NY)

Developed an inter-departmental relationship dependency map to relieve bottlenecks and friction at an NGO. Reviewed existing operations against supply-chain principles of food manufacturers. Supported an executive coach with HR restructuring issues at a regional bank.

ERNST & YOUNG - MANAGEMENT CONSULTING PRACTICE

1993 - 2001

Contractor - Center for Business Innovation [Internal Think-Tank] (Boston, MA)

Researched and wrote white-papers projecting business issues 5-10 years into the future. Co-developed a model for describing innovation as a repeatable process, using Sony as a best-in-class example.

Manager - Center for Value, Pricing & Contracting [Internal Finance Group] (Chicago, IL)

Created a budgeting methodology for pricing professional services, contributing an estimated \$100+ million to our bottom-line. Trained Partners and Subject Matter Experts to:

- qualify and quantify a customer relationship;
- rationalize the distribution of value between provider and client; and
- forecast profit streams, dynamically adjusting for risks throughout the lifecycle of a long-term contract.

Also established competitive intelligence procedures, and performed due-diligence on target acquisition candidates or potential alliance partners.

Senior Consultant - Business Performance Improvement Practice [Field Practitioner] (San Jose, CA)

Helped clients across multiple industries (electronics, biotech, government, national research laboratory, aerospace & defense) to realign their work processes and human behaviors in accordance with new computing technologies, including systems event-modelling.

EQUIVEST PARTNERS

1989 - 1991

Director of Something Quality & Systems Analysis (Brea, CA)

Change agent in transforming a \$200 million family-owned custom furniture manufacturer into a public company. Collaborated with executives, IT, engineers, factory floor employees, and supervisors to scale and set world-class benchmarks in mass-customization and distribution to company-owned retail outlets.

EXPERIENCE [continued]

THE SUMMA GROUP LIMITED**1986 - 1989****Assistant to the President** (San Francisco, CA)

Tripled sales of Taiwanese semiconductor manufacturing services to Silicon Valley clients. Supported steel and athletic shoe import/export trading businesses. On behalf of clients (as added-value vendor differentiator), facilitated customs administration logistics, and adapted the Lotus Symphony software application to process, track, and report all offshore transactions.

FINANCIAL & HOSPITALITY SERVICES**1980 - 1986**

Staff positions in: Auditing [Trainee, Peat, Marwick, Mitchell & Co. - Paris, France]; Banking [Teller, Bank of America - Palo Alto, CA]; Inventory Control [Manager, RGIS - Queens, NY]; Insurance [Claims Adjuster, Ocean-Air Cargo - Staten Island, NY]; Night Club/Restaurant [Assistant Manager, Le Sept - Paris, France].

EDUCATION

UNIVERSITY OF CHICAGO BOOTH SCHOOL OF BUSINESS (Chicago, IL)**Doctor of Philosophy in Business** Dissertation: "Trust & Respect and Waste" **1995 - 2002**

Exams: Social Organization; Quality Management

Curriculum Paper: "Intangible Forms of Capital and Job Satisfaction"

Master of Business Administration Quality Management and Statistics **1991 - 1993****STANFORD UNIVERSITY** (Palo Alto, CA) *incl. leave of absence* **1976 - 1980****Bachelor of Arts** Economics**UNIVERSITY OF CALIFORNIA** (Santa Cruz, CA) *transferred* **1975 - 1976**British G.C.E. "O" & "A" - Levels Math, Economics, and French **1971 - 1975****COMPUTING SKILLS**

- Microsoft Office: Excel, Word, PowerPoint, Outlook [advanced]; Access, Project, Visio [intermediate]
- Enterprise database applications: Oracle, Salesforce, Cognos, Banner [intermediate]
- SPSS and Minitab statistical packages [intermediate]
- Adobe ColdFusion programming and administration [intermediate]
- Computing/communication hardware/operating systems: installation, configuration, optimization, diagnostics [Windows advanced; Macintosh intermediate; iOS advanced; Android intermediate]

CORPORATE AND ACADEMIC PRESENTATIONS

- Operational Performance Measures: Words Matter as Much as Numbers
- Improving Performance through a Stakeholder System, Attribute-Level Accounting of Waste
- Sony and the Innovator's Dilemma
- Control is Dull, Fantasy, and Sub-Optimal: But Still a Necessary Evil
- The Job Satisfaction Returns to Investments in Human and Social Capital
- The Value-Price Link: Pricing of Reusable Knowledge Objects and Value Exchange
- Executive Compensation and Quality of Education
- Honda's Successful Integration of Japanese Quality Concepts into an American Workforce in Marysville, Ohio
- Benchmarking Reengineering

OTHER

Global perspective (visited 16 countries, lived/studied/worked overseas for 7 years, fluent in French, US/EU passports). Hobbies include photography.