

ROBERT H. KENMORE

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EXPERIENCE

DEVRY UNIVERSITY

2003 - 2017

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

Increasing responsibility for the curriculum of business and management courses, leading to latest role designing articulable corporate training, across all academic disciplines. Developed proprietary market research and proposal documentation method to support business plans generating roughly one-half billion dollars of incremental revenues from new programs across all academic disciplines; whose structure, design, and content complied with strategic marketing goals as well as federal regulatory, regional accrediting, and state licensing standards. Also the creator, programmer, and administrator of a stop-gap web application enabling higher consistency in the quality of curriculum planning, (re)development, and delivery methods.

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 (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.

EQUIVEST PARTNERS

1989 - 1991

Director of 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: Organization Theory & Market Structures; 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) **1977 - 1980****Bachelor of Arts** Economics**UNIVERSITY OF CALIFORNIA** (Santa Cruz, CA) *leave of absence > transferred* **1975 - 1977**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 motorcycling, and penning poetry that proposes fresh platitudes.