

## **NIGEL A.L. BROOKS**

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### *Objective:*

To contribute to the growth and profitability of an enterprise as a management consultant using my entrepreneurial, intrapreneurial, leadership, managerial, marketing, operations, and finance knowledge and skills so as to make it more sustainable with measurable improvements in performance.

### *Summary of experience – four-part career:*

- Entrepreneurial management consultant: The Business Leadership Development Corporation/Nigel Brooks, LLC.
- Restaurateur and business owner: Javazona Cafes, Inc.
- Corporate executive: American Express Company.
- Institutional management consultant: Booz•Allen & Hamilton and Andersen Consulting (now Accenture).

### *The Business Leadership Development Corporation/Nigel Brooks, LLC – Arizona and California*

*2000 to present*

Management Consultant specializing in business strategy, technology strategy, organizational reviews, and performance assessments. Engagements in Arizona, California, and Mexico in aerospace, automotive, construction, education, financial services, high-tech, government, manufacturing, pharmaceuticals, and publishing industries:

- For a major school district, developed an awarding body labor compliance portal, policies, and procedures, and conducted training in public works project administration and prevailing wage issues.
- For a Fortune 100 aerospace manufacturer - developed a feasibility study for examining different locations in Mexico for manufacturing and assembly, including the use of a port for importing raw materials from China in conjunction with Arizona State University.
- For an established ".com" in San Francisco, developed a business and technology strategy to expand product offerings in new markets.
- For a \$50mm infomercial company, developed a business plan for financing and an organizational design for the call center operations, including sales representative training tools.
- For a \$25mm vertically integrated manufacturer and retailer of custom furniture, developed a five year business plan, conducted leadership training for all employees, performed a values survey, hosted executive off-sites, and a coaching and mentoring program for senior management.
- For the Phoenix operations of a major New York-based investment bank, developed a marketing strategy that focused on better targeting entrepreneurs and business owners in the Southwest, including automated prospect management tools, in conjunction with Thunderbird – Global School of Management.

### *Javazona Cafes, Inc. – Arizona*

*1995 – 2000*

Restaurateur and Business Owner.

- Designed, built, operated, and sold an award-winning European-style gourmet coffee café, retail, and catering business.
- Built ecommerce site for corporate catering (principal client: American Express Company).
- Co-hosted radio show live from café.

*American Express Company*  
– *New York and Arizona*

1991 – 1995

Senior Vice President - responsible for technology strategy of an organization with a technology budget of \$1.7B.

- Conceived and planned a \$300mm systems reengineering project executed by Andersen Consulting.
- Managed a budget of \$35mm for advanced technology research and development.
- Led staff of 350 application, data and technical architects, analysts, designers, and programmers.
- Responsible for new technological innovations, including web-based capabilities.

*Booz•Allen & Hamilton*  
– *New York*

1989 – 1991

Vice President and Partner – responsible for practice development and engagement execution in banking industry information systems practice.

- Primary client: American Express Company – performed strategy engagements that ultimately resulted in being recruited by the client with responsibility for technology strategy – these engagements were related to new systems infrastructures and in particular, implementation of effective project management techniques.
- Secondary Fortune 500 clients in distribution, financial services, and oil and gas industries with projects that resulted in market repositioning and operational improvements.

*Andersen Consulting (now Accenture)*  
– *New York, Washington, D.C., and London*

1973 – 1985

Consultant: 1973 – 1978, Manager: 1978 – 1985, Partner: 1985 – 1989

- Responsible for planning, design, and implementation of multi-million dollar management information and transaction processing systems in the financial services, government, manufacturing, pharmaceuticals, retail, transportation industries with reputation for on time and on budget delivery.
- Substantive experience in marketing and sales, operations, finance, and human resource applications North and Latin America, Europe and Asia-Pacific.

*Education:*

- University of Exeter: B.Sc. – Mathematics with minors in computer science and statistics.
- Thunderbird – Global School of Management: Certificate in Global Leadership.

*Community:*

- Frequent speaker on business and technology issues including at university commencements, and in radio interviews.
- Published over 60 articles and two books on business and technology subjects, including as a contributing editor to Bank Administration Magazine; host: “Understanding Personal Styles” inter-personal skills seminar.
- Board member: Enterprise Network (Phoenix), The Indus Entrepreneurs (Arizona), ReInventEd Charter School (Scottsdale), and AeA (Arizona).
- Chairman emeritus: Greater Phoenix Chamber of Commerce Business Technology Roundtable.
- Paul Harris Fellow.