

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

1230 Market Street, #203, San Francisco, California 94102  
13835 North Tatum Boulevard, #9-102, Phoenix, Arizona 85032  
Voice: (415) 430-5218 Text: (602) 291-4595  
Internet: [www.bldsolutions.com](http://www.bldsolutions.com) Email: [nalb@bldsolutions.com](mailto:nalb@bldsolutions.com)

### *Objective:*

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

### *Summary of experience – four-part “local-to-global” career:*

- Entrepreneurial management consultant: The Business Leadership Development Corporation/Nigel Brooks LLC.
- Restaurateur and business owner: Javazona Cafes, Inc. serving a local community.
- Corporate executive with global responsibility: American Express Company.
- Institutional management consultant: Booz •Allen & Hamilton (now Booz & Company) and Andersen Consulting (now Accenture), with experience in North and Latin America, Europe, and Asia-Pacific.

### *The Business Leadership Development Corporation/Nigel Brooks LLC – Arizona and San Francisco, 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 – representative engagements:

- 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 specialized port for importing raw materials and “low-end” assemblies from China; project conducted in conjunction with Arizona State University.
- For a public works awarding body, developed a labor compliance web portal with a policies and procedures manual, conducted training in project administration, and achieved settlements in prevailing wage cases.
- For an established “dot.com” in San Francisco, developed a business and technology strategy to expand offerings in both new and existing domestic and foreign markets with new information-based products and affiliate programs.
- For a \$50mm infomercial company, developed both a business plan for financing and an organizational design for the call center operations, including sales representative training tools and scripts.
- For a \$25mm vertically integrated manufacturer and retailer of custom furniture and for a cabinet manufacturer, developed a five year business plan, conducted leadership development training for all employees, performed a values survey, hosted executive off-sites, and ran 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; project conducted in conjunction with Thunderbird – Global School of Management.
- For an automotive manufacturer, developed a strategic sourcing initiative that increased the volume of units produced per month and reduced the manufacturing cost per unit – the initiative outsourced “low-end” manufacturing and simplified insourced activities to primarily procurement and final assembly.

### *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; regularly featured in the local media for innovation and quality of products and services.
- Built ecommerce website for corporate “board room style” 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 global technology strategy for 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 (now Booz & Company)*  
– *New York*

1989 – 1991

Vice President and Partner – responsible for practice development and engagement execution in banking industry information systems practice – engagements in USA, Canada, and Australia.

- Performed strategy engagements at primary client (American Express Company) that ultimately resulted in being recruited with responsibility for technology strategy – these engagements were related to new application systems, data, and technical infrastructures and the implementation of effective project management techniques
- Secondary Fortune 500 and overseas clients in distribution, financial services, and oil and gas industries with projects that resulted in market repositioning, operational improvements, and systems enhancements.

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

1973 – 1989

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

- Responsible for planning, analysis, design, and implementation of analytical and operational systems in the financial services, government, manufacturing, pharmaceuticals, retail, and transportation industries; responsible for multi-million dollar project management with reputation for on-time/on-budget delivery within scope and quality criteria. Specialist in financial and managerial accounting and reporting, derivatives, and securitization.
- Substantive experience in marketing and sales, operations, finance, and human resource applications in North and Latin America, Europe and Asia-Pacific, especially Hong Kong.

*Education:*

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

*Community:*

- Frequent speaker on leadership, business, and technology issues at conferences, seminars (live and web) university commencements, business schools, and in radio interviews, employing a significant body of intellectual capital aimed at building sustainable advantage.
- Published over 60 articles and three books on leadership, business, and technology subjects, including as a contributing editor to Bank Administration Magazine, and as host: “Understanding Personal Styles” and “Enterpriship – the Art and Science of Entrepreneurship, Leadership, and Management” live and web seminars.
- Past board member: Enterprise Network, The Indus Entrepreneurs (Arizona), ReInventEd, and AeA (Arizona).
- Chairman emeritus: Greater Phoenix Chamber of Commerce Business Technology Roundtable.