

Dear Sir/Madam.

My name is James Corbin, I am the President of the Information Society of Barbados . I am applying for a position as a Volunteer Review Team Member.

ICANN four key objectives are as follows:

1. Ensuring accountability, transparency and the interests of global Internet users;
2. Preserving security, stability and resiliency of the DNS;
3. Promoting competition, consumer trust and consumer choice;
4. Whois policy.

To further quote from ICANN:

“The Internet is a transformative technology that will continue to empower people around the globe, spur innovation, facilitate trade and commerce, and enable the free and unfettered flow of information. One of the elements of the Internet's success is a highly decentralized network that enables and encourages decision-making at a local level.”

As an ICT professional with more than twenty five years experience, including four years as Cable and Wireless Regional Vice President for Internet services where my responsibilities covered 15 Caribbean Countries; I have a full commitment to seeing all issues relating to the Internet and developing countries successfully resolved, I have written many articles on the importance of the Internet in the Caribbean and I know that I have the expertise honed from years of work in the area to make a positive and successful contribution to the team; specifically my experience includes:

- Over 25 years executive, technical, project and program management experience across the Caribbean in Telecommunications, Higher Education, Manufacturing and Media with particular emphasis in Information Communication Technology, process re-engineering, directory publishing and general management.
- Proven Project/Programme Management skills (VP information Services, Director ICT, VP Internet Services)
- Proven General Management leadership skills (General Manager Offshore Keyboarding, General Manager Jamaica Yellow Pages, EVP Strategy and Transformation)
- Proven Process Re-engineering skills (Manager Total Quality, VP Information Services, Director ICT)
- Proven Sales and Marketing skills (VP Internet Services, VP Sales)
- Proven ability to identify new opportunities, negotiate partnerships and grow the business
- An experienced, result and solution-oriented professional
- International experience working in numerous geographies and cultures
- Significant exposure and experience working with major, local, regional and international companies that provide legal services, telecommunication services and ICT services.
- Member of Local, Regional & Global Strategic Steering committees
- Ability to lead very large teams traversing various countries concurrently

- Ability to communicate effectively, oral and written, at all levels (technical and non-technical)
- Inventor of the EeZee Cricket and See It Spell It board games

I attach a resume of my qualifications and experience and keenly look forward to your feedback and a positive response to this application for a Volunteer Team Member

Best Regards

James Corbin

JAMES J. CORBIN

CONTACT DETAILS

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SUMMARY

- Over 25 years executive, technical, project and program management experience across the Caribbean in Telecommunications, Higher Education, Manufacturing and Media with particular emphasis in Information Communication Technology, process re-engineering, directory publishing and general management.
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COMPETENCIES

- Knowledge and experience across the Telecommunications, Higher Education and Media Industries
- Strong inter-personal and management skills, with extensive Management Development training, and the ability and experience managing teams remotely across several countries
- Strong grasp of Key Performance Indicators that influence Senior Management thinking and decisions
- Flexibility, adaptable to change, and the ability to learn new technologies and skills quickly
- Excellent skills in Corporate Strategic Planning, Organizational Behavior, Talent Management & other Leadership disciplines
- Excellent planning, problem solving and analytical skills
- Good entrepreneurial skills

Education

MSc - Information Technology - Long Island University, USA
BSc - Computer Systems – Essex University, UK

Professional
Experience

2008 – present

EXECUTIVE VICE PRESIDENT, STRATEGY & TRANSFORMATION, MEDIAHOUSE LTD,

A multinational media company headquartered in Bermuda with businesses in the Caribbean, USA, South and Central America

- Transformed organization by developing and implementing new strategic direction to rapidly grow the company in the Caribbean, Latin America and the USA
- Eliminated legacy systems and standardized e-directories and other hardware and software systems.
- Negotiated the purchase of ten (10) Caribbean islands URLs, eg www.trinidad.com, etc
- Identified opportunities for purchase of Yellow Pages directories, conducted negotiations and finalized purchase of directories.
- Led negotiating team for restructuring agreements for all CW directories which Media House managed under an outsource agreement.
- Led programme to launch mobile directories

2007-2009

GENERAL MANAGER JAMAICA YELLOW PAGES

- Manage a directory publishing operation which produced the directory for CW Jamaica in an outsourced environment
- Re-engineered business to make the production process paperless with 30% increase in productivity.
- Negotiated new terms with CW Jamaica for producing the directory
- Grew sales by 25% year on year

2004 – 2007

DIRECTOR ICT, UNIVERSITY OF THE WEST INDIES

- Reported to the Principal as part of his team with an extensive Strategic & Operational remit for campus wide ICT
- Researched & Developed an ICT Strategy that was directly aligned with the overall University Strategy.
- Implemented a state of the art network which delivered integrated services to all end users in a network with 750 personal computers
- Led the design and technical implementation of the Student Portal which delivered a number of online services to all students.
- Implemented a student apprenticeship scheme for Computer Studies students
- Research and Implemented a Converged IP Network which collaborate the entire University across all campuses
- Developed and implemented several e-learning courses using open source software.
- Participated in various Talent Management and other Leadership seminars and workshops.

2003-2004

VICE PRESIDENT SALES, CABLE AND WIRELESS (BARBADOS) LTD

- Responsible for product development, marketing and sales of all company products and services including landlines, mobile, lease circuits and Internet
- Re-engineered division to achieve efficiencies of 40% and exceeded sales target of \$407M by 20%
- Led the development of sophisticated Mobile shops
- Exceeded mobile targets (15%) even though competition was introduced into the market for the first time.

1999 – 2003

VICE PRESIDENT INTERNET SERVICES, CABLE AND WIRELESS WEST INDIES LTD

Based in the Cayman Islands

- Responsible for Product development, marketing and sales of all Internet Services (dial-up, broad band, data circuits, e-commerce, web development, web hosting) across all Cable and Wireless businesses (16) in the Caribbean
- Converged individual ISPs into a converged network with centralized billing and other services
- Developed and implemented e-commerce solutions across the Caribbean, USA and Canada
- Designed and build the company's first web hosting centre
- Managed the web development team which implemented web solutions across the Caribbean, USA, Canada and UK.
- Developed and implemented e-business workshops in association with CISCO for all major customers in all markets in the Caribbean
- Conducted CW first regional sales contest which resulted in sales increases of 60% across the region for data products.

1993-1999

VICE PRESIDENT INFORMATION SERVICES, CABLE AND WIRELESS (BARBADOS) LTD

- Responsible for IT Strategy and the delivery of IT services
- Merged CW BARTEL and CWBET IT divisions into a single division
- Implemented a billing and customer care system (CIS), and a full suite of financial systems
- Member of CW PLC corporate team developing company wide IT systems.
- Managed the development of CW PLC Corporate data warehouse
- Member of Regional and Global Information Technology Steering Committees

1991- 1993

MANAGER TOTAL QUALITY, CABLE AND WIRELESS, BARBADOS

- Responsible for implementing total quality management programs across all Cable and Wireless companies in Barbados
- Implemented seven total quality projects resulting in savings of \$13M
- The Customer Services project which yielded efficiencies of 125% and savings of \$ 6M was voted best in class project and featured in CW PLC corporate magazine

1989 – 1991

DATA PROCESSING MANAGER, BARBADOS TELEPHONE COMPANY

- Responsible for day to day management of all operations in a mainframe computer data centre

1987 – 1989

GENERAL MANAGER, OFFSHORE KEYBOARDING, BARBADOS

- Responsible for managing a data entry company specializing in converting manuscripts to electronic form
- Managed company from start up (one employee) to two hundred and fifty employees. Company was a subsidiary of Cable and Wireless Barbados Ltd.
- Grew sales by 200% over the period

1984 -1987

SYSTEMS ANALYST, BARBADOS TELEPHONE COMPANY

- Managed a team of six programmers
- Designed and implemented a Fault tracking and management system for telephone lines (POLARIS)
- Implemented a customer care and billing system (SOCRATES)
- Implemented a telephone facilities management system (LUCAS)

REFERENCES

Available Upon request
