

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.
- 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 EeZee Cricket and See It Spell It board games.

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
