

RONALD W. KWONG

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PROFESSIONAL HIGHLIGHTS

- International experience in leading and working on many large and global projects that successfully delivered mission-critical enterprise and regional-level business solutions.
- Extensive internal management consulting experience advising on business improvement and transformation through strategy, technology and process engineering.
- Strong analytical skills, combined with a proven ability to connect strategy with implementation and business with technology, to produce high-valued business solutions.
- Proven experience in working with executive management and diverse stakeholders.
- Strong leadership, interpersonal and communication skills.
- Fast learning, highly adaptable, and innovative, with a global mindset and an entrepreneurial spirit.

AREAS OF EXPERTISE

- Programme and project management
- Business development and strategy
- Market analysis and product management
- Business analysis and process improvement
- Knowledge and content management
- Stakeholder and change management

EDUCATION

2004 - 2005 **MASTER OF BUSINESS ADMINISTRATION**

*Carlson School of Management, University of Minnesota – **Minneapolis, USA**
Vienna University of Economics and Business Administration – **Vienna, Austria***

- **Global Executive MBA** programme focusing on international and corporate finance, marketing, emerging markets and globalisation.
- U.S. GPA of 3.9 (maximum is 4.0) and Austrian Grade of 1 (maximum is 1).

1988 - 1993 **BACHELOR OF ENGINEERING IN ELECTRICAL ENGINEERING**

*University of Sydney – **Sydney, Australia***

1988 - 1991 **BACHELOR OF SCIENCE IN COMPUTER SCIENCE AND MATHEMATICS**

*University of Sydney – **Sydney, Australia***

PROFESSIONAL EXPERIENCE

Since 2004 **INDEPENDENT CONSULTANT**

- Providing **management and technology consulting services** to help companies and international organisations meet business challenges and improve performance.
- Services offered include programme/project design and management, strategic and operational planning, business process improvement, change management, international market analysis, IT implementation, and technology for international development.

2004 - 2007 **FOUNDER AND DIRECTOR**

Dragon's Edge, s.r.o. – Bratislava, Slovakia

- Established own company to explore and **develop business opportunities** within Central and Eastern Europe.
- Completed **market analyses, business case development**, and identification of **financing** options (including private equity and venture capital) and **partnership** opportunities in multiple sectors.

1993 - 2003 **United Nations Development Programme (UNDP) – New York, USA (Headquarters)**

*The United Nations' global development agency providing financing, coordination, project and advisory services to developing countries worldwide. Operates in **over 160 countries** managing **multi-billion USD in resources** and over 7000 employees.*

2002 - 2003 **GLOBAL PROGRAMME MANAGER**

UNDP Business Transformation Programme – New York, USA

- Served as business programme manager within the enterprise-wide **systems and process improvement programme** that underpinned the transformation of UNDP's business model into an integrated advisory services organisation.
- Defined and managed the global implementation projects for the **enterprise portal** which encompassed knowledge and content management systems, and 17 PeopleSoft/Oracle **ERP** functional modules (including **financial, CRM, project management, procurement and human resources**).
- Developed **enterprise content management** standards, policies and business processes, including leading the initiative for taxonomy definition, thereby empowering employees and strategic partners to leverage UNDP's worldwide knowledge to better serve clients.
- Worked directly with **senior management** and managed demanding project **stakeholders**, including negotiating their many competing interests to successfully meet tight deadlines.
- Directed the full **product and project lifecycles**, including strategy development, business and requirements analysis, systems integration, global rollout, change management and corporate learning initiatives.
- Led **process and quality improvement initiatives** to reengineer and simplify business processes in line with standardised best practices (e.g. CMMI, ITIL, ERP-defined, content management).
- Built and managed **global and multidisciplinary project teams**, including external consultants and systems integrators.
- Managed vendor relationships, contracts and **outsourced solutions**.
- Defined a **service-oriented architecture** leading to the improvement of performance and quality of business operations and client service.

2001 **KEY MEMBER OF CORPORATE STRATEGY TEAM**

UNDP Headquarters – New York, USA

- Member of elite team that developed UNDP's **USD 56 million e-Business strategy** aligning the organisation's business strategy with next-generation business systems through the introduction of an **integrated enterprise architecture** and **IT service management** practices.

1995 - 2002 **REGIONAL CHIEF INFORMATION OFFICER**

UNDP Regional Bureau for Europe and the CIS (RBEC) – New York, USA

- Led the definition and implementation of **business and IT strategies and projects** at the request of senior management, supporting RBEC's **corporate headquarters** and its **25 country offices**.
- Defined and built a regional **Centre of Excellence** to support decentralisation and offshore solutions, resulting in more efficient and cost effective internal operational support and external advisory services across all service lines throughout the region.
- Designed **corporate financial platform** and coordinated the migration of disparate financial systems.
- Pioneered the use of **internet-based systems** and technologies to transform RBEC from disconnected silo-like offices into an integrated regional business operation based on collaboration and information exchange.
- Managed **business-critical projects** that successfully introduced innovative business-driven solutions including internet and intranet websites, online publications, web-based financial and administrative systems and IP-based communications systems, leading to growth and improved collaboration.
- Directed the establishment of a **regional communications network**, including outsourced vendor management, significantly improving RBEC's business effectiveness throughout the region.
- Established working **partnerships** between the private sector, international donors, governments and non-government organisations, leading to secured financial resources and greater collaboration between UNDP and key stakeholders.
- Supervised regional Y2K **compliance and contingency planning** for all RBEC country offices, encompassing all areas of readiness including financial, security, emergency evacuation, disaster recovery and IT.

1993 - 1995 **TECHNICAL ARCHITECT**

UNDP Division for Administrative and Information Services – New York, USA

- Developed and supported the UNDP **corporate IT infrastructure, business systems and desktop environments**, including architecture, capacity planning, operational and security standards, learning needs assessments, and project management.
- Key technical lead on the implementation of a new **financial management, investment and treasury system**, including secure external banking interfaces with **SWIFT**.

1987 - 1993 **TECHNICAL CONSULTANT**

Stone Microsystems Pty. Limited – Sydney, Australia

Part of Stone Group of China. R&D and production of IT and telecommunications systems.

- Assignments included serving as technical consultant on **corporate sales and dealer network establishment** for Stone Microsystems' North American operations based in Silicon Valley.

ADDITIONAL DETAILS

Languages: **English** – Native speaker

Chinese (Cantonese) – Competent speaker

German – Intermediate, currently learning

Interests: Long-distance cycling, swimming, hiking, scuba diving, Tai Chi, Kung Fu, travel, culture, gastronomy, financial markets and personal investing.