

AYMAN ABU SHARKH

MBA, P.Eng., PMP

Date: May 1, 2019

Re: Board of Directors Vacancy – London Hydro Inc.

Please accept my attached resume and my interest in filling a Board of Director position with London Hydro Inc.

With 10+ years of management experience in utilities, specifically 3 years as an IT Program Manager with London Hydro, and 8 years as a Manager with Bell in Network Provisioning and Services, I believe I can serve the position by offering a unique skill set:

- Independent director status. As I am not a present employee London Hydro or the City of London, I represent a degree of independence critical to good governance;
- Engineering & technical capability. As a past employee of London Hydro, I understand its core business. Moreover, my entire career has been based upon my ability to understand, adapt to, and implement new technological concepts and apply them to business goals. I am also a licensed Professional Engineer in Ontario (P.Eng.)
- Knowledge and understanding of current board governance best practices. I have attained a level of expertise in board governance policy and procedure that I have subsequently utilized as a governance resource in recent board and committee assignments (see CV);
- Board diversity. Representing a cultural background and age group that are often under-represented in boardrooms, I bring a unique perspective to the boardroom, which can prove beneficial in limiting “group-thinking” and increasing board performance.

I believe that I bring a diverse technical capability in a world that is increasingly looking to achieve business goals. I have the unique ability to understand board governance and best practices from working in public, private, and publicly- traded organizations, as well as from an educational background with electrical engineering and Executive MBA education.

In addition to continuing to work in technology in day-time capacity, I have a good understanding of OEB and CRTC regulations from my years with London Hydro and Bell.

I look forward to discussing your needs with the nominating committee in due time. If there is anything you require in the interim, please don't hesitate to give me a call. I am happy to provide references when requested.

Sincerely yours,

Ayman Abu Sharkh

Enclosure: Resume

Committee: **London Hydro Inc.**

Organization/Sector represented:

Name: **Ayman Abu Sharkh**

Occupation: **Senior Project Manager/ College Professor**

Work experience: **I have been working for Canada Life since June 2018 as a Senior Project Manager. I also have been a part-time business professor with Fanshawe College since Jan 2018. I am also regularly invited as a speaker in engineering and technology conferences. In the past I have worked for the following organizations: • London Hydro: Program Manager, IT Infrastructure Jun 2015 – Jun 2018 • Bell: Senior Program Manager Jul 2007 – Jun 2018 • IBM: Quality Assurance Analyst May 2005 – Sep 2006**

Education: **Education • Executive MBA – Ivey School of Business Jun 2018 • B.A. Economics – Western University Oct 2008 • B.Sc. Electrical Engineering – Western University Jun 2007 Professional Credentials • Licensed Professional Engineer of Ontario (P.Eng.) 2010 – Present • Professional Project Manager (PMP) 2010 – Present • Information Technology Infrastructure Certified (ITIL v3) 2015 – Present • Licensed Scum Master 2018-Present**

Skills: **I bring 10+ years of management experience where I supported, coached, and directed teams of more than 10 members with various backgrounds and skillsets. I have also worked with multifunctional teams and numerous technology vendors and professional services providers. I am a Professional Engineer (P.Eng.) and have years of experience in strategy development, capital and expense budget management, labour planning, and IT Operations. I also teach college-level business courses such as Economics, Risk Assessment, Supply Chain Operations, and Quality Management. I believe that my motivation, collaboration skills, and understanding of importance of effective governance will help me in assisting London Hydro toward a sustainable future. I bring subject matter expertise in technology and overall management and I have excellent listening and negotiation skills.**

Interest reason: **I firmly believe that well-qualified members of our society have a duty to contribute positively to the advancement of our city. As my career path has progressed in utilities and technology, I am interested in giving back to the City of London through serving London Hydro again. Working for London Hydro as a manager in the recent past was a great addition to my career and I would enjoy the opportunity once again to give back to London Hydro through a board seat this time.**

Contributions: **I believe that I bring a diverse technical capability in a world that is increasingly looking to leverage technology to achieve business goals. I have the unique ability to understand board governance and best practices from working in public, private, and publicly- traded organizations, as well as from an educational background with my Executive MBA education. In addition to working in technology in day-time capacity, I am also involved in the education sector as an adjunct professor of business for Fanshawe College. This experience has given me a broad view of opportunities and challenges facing the Ontario and the City of London.**

Past contributions: **In the recent past, I contributed as a committee member of the Ivey School of Business's Social Impact committee where I played a role defining the committee's social impact mission (which was focused on education) and where I helped in organizing fund raising, donations, and food drives. In 2019, I continue to contribute to the non-profit sector by working as a Government Relations and Advocacy ambassador for the Multiple Scoliosis Society of Canada, an organization focused on research and improving the quality of life for people living with Multiple Scoliosis. I also have been recently nominated as a board member for WIL employment connections, a publicly-funded organization focused on empowering new immigrants to finding job placements in Canada. I get a first-row seat to how our economy and society are progressing into a prosperous direction.**

Interpersonal: **Respect is paramount – no question. As a leader in various professional areas any multiple organizations, my ability to work with a variety of personalities is proven. I have a track record of communicating and negotiating with colleagues, partners, and leaders in a cohesive and respectful matter that results in the betterment of the organization.**

Interview interest: **Yes**

AYMAN ABU SHARKH

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PROFILE SUMMARY

Seasoned **technology leader & college professor** with 10+ years of experience with prominent Canadian organizations in insurance, utilities, telecommunications, and technology with a focus on strategic management and information technology. Concurrently involved as a volunteer board member in local non-profit organizations.

- Influential Leadership
- Financial Acumen
- Strategic Management
- Relationship Builder
- Results Driven
- Performance Management

EDUCATION

Executive MBA, Ivey School of Business	(2018)
BA Economics, Western University	(2008)
B.Sc. Electrical Engineering, Western University	(2007)

INDUSTRY SECTOR EXPERIENCE

Education	Telecommunications
Finance Services & Insurance	Technology Professional Services
Electrical Utilities	Government and Public Relations

CORE COMPETANCIES

- IT Strategy
- Project Management & Business Analysis
- Capital and Operational budgets
- IT Procurement & Vendor Management
- Building teams & Managing performance
- IT Service Delivery & Operations
- End to End Solution Delivery
- New Technology Introduction
- Managing Change & User Satisfaction
- Cyber Security & Disaster Recovery

BOARD EXPERIENCE

Board Member (2019 – 2021)
WIL Employment Connections (www.wil.ca)

Ambassador for Government Relations and Advocacy (2019-2021)
Multiple Scoliosis Society of Canada (www.mssociety.ca)

Social Committee Member (2017-2018)
Ivey School of Business Executive MBA Cohort Social Impact Committee (<https://www.ivey.uwo.ca/emba/>)

EMPLOYMENT HISTORY

Fanshawe College, Professor of Business

Jan 2018 - Present

- Demonstrated strong effectiveness as a professor by receiving an overall effectiveness score of 4.83 out of 5 in 2018 (College mean score was 4.29 out of 5).
- Extend in-class lectures on a weekly basis using engaging teaching methods to deliver on designed course learning outcomes.
- Design and use appropriate strategies and tools for facilitating and evaluating student progress and achievement.
- Create and maintain a positive learning environment which supports the diversity of students' cultures, educational backgrounds and learning styles.

Canada Life, Senior Project Manager, Group Technology

Jun 2018 - Present

- Managed the migration of 1.1M group plan members from a legacy benefits portal to a new platform.
- Managing the roll out of a new tele-medicine benefit and the required system impact changes as part of the roll-out strategy.
- Working with third party vendors to evaluate new technology implementations into Great-West Life's technology stack.

London Hydro, IT Manager

Jul 2015 – Jun 2018

- Designed a competitive organizational structure by effectively filling gaps in technical roles and repatriating IT support services (level 1) from an ineffective outsourced model to a more robust in-house model.
- Partnered with business unit leaders to gather project requirements, manage hardware acquisition and integration, and track financial spending and forecasts of IT operations.
- Regularly lead and create procurement requirements (RFP/RFI/RFQ) for all IT projects, including functional requirements, evaluation criteria, bid evaluations, vendor selection, and Statement of Work development.
- Successfully saved \$75K annually through effective market scans and negotiating new rates by leading the migration of cellular, ISP, M2M, and telephony services to new vendor agreements and modern platforms.

Bell, Senior Program Manager, Business Transformation

Jul 2007 – Jun 2015

- Integrated departmental strategic plan into the corporate strategic plan and packaged strategic objectives and financial analysis into C-Suite quality presentations.
- Managed Engineering budgets where duties include budgeting, forecasting, analyzing unit cost, and collaborating with operational teams to steer financial portfolio to target.
- Successfully re-designed the financial model for a \$45 million demand-driven program and improved budget forecasting and reporting by 25%.
- Led the design and implementation of a lean future mode of operation for the department workforce (700+ employees) and enabled the introduction of a new fiber strategic program.

IBM, Quality Assurance Analyst

May 2005 – Sep 2006

- Provided technical support to Quality Assurance Analysts from IBM DB2 international software labs with test environments setup, network and server maintenance, and system upgrades.
- Scripted SQL & Perl workflows to automate tests and track defects in critical database functions; compiled and distributed test results to associated developers.

PROFESSIONAL MEMBERSHIPS & CERTIFICATIONS

Professional Engineer (P.Eng.) Professional Engineers Ontario (www.peo.on.ca)	(2010-Present)
Professional Project Manager (PMP) Project Management Institute (www.pmi.org)	(2010-Present)
Information Technology Infrastructure Certified (ITIL v3) AXELOS (www.axelos.com)	(2015-Present)
Licensed Scum Master scruminc. (www.scurminc.com)	(2018-Present)

PERSONAL

Married to wife Dena, 2 children Khaled and Omar

Hobbies: soccer, boxing, yoga, swimming, walking, reading, investing