

# **Henry Dortmans**

**Principal at HenryDortmansAssociates**

Oakville, ON, CA

Management Advisor, Executive & Speaker 416.845.4511

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## **Biography**

Henry is a professional services leader with a demonstrated track record in delivering quality services and tangible results. With over 30 years experience, he is a trusted, responsible and inquisitive advisor who has worked with over 300 organizations, enabling them to make better decisions?strategic, financial, process, technological, service. He authors a column, On the Line, read by over 3,000 industry professionals; hosts various industry events; and is a highly-rated speaker. He holds an M.B.A. and B. Com. (Honors).

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## **Availability**

Keynote, Moderator, Panelist, Workshop, Host/MC

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## **Industry Expertise**

Corporate Leadership, Business Services, Management Consulting

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## **Areas of Expertise**

Strategy Planning & Roadmaps, How to Be More Effective With Customers, Credibility Quotient (Cq), On Giving Advice

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## **Affiliations**

QUEEN'S U, YORK U, RYERSON, CTCA, KPMG

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## **Sample Talks**

Insights: 20+ Years of Giving Advice to Decision-Makers

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## **Event Appearances**

Navigating Your Options to Collaboration

A Major Supplier's Customers

## **Insights: 20+ Years of Giving Advice**

International Telecom Professionals Exchange and CTCA

## **Moving into the Future of IP**

Bell Canada Customers

## **The Avaya Roadmap Revealed**

Avaya and Nortel Customers

## **How to Be More Effective with Customers**

Panasonic Forum

## **Contact Centers on the Verge of Change**

TELUS Roadshow

## **Incoming Call Center Management (ICCM) Chair**

Various over seven years

## **On Cloud Nine**

Cloud Collaboration

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## **Education**

### **Queens University, Kingston**

B. Commerce (Hon.) Business

### **York Univerity, Toronto**

MBA Marketing

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## **Accomplishments**

### **Co-founder of Canada's telecom consultants association CTCA**

Set up Canada's only ICT consultants association.

### **Many more...will post later**

I will post the Top 10 professional and personal accomplishments later....

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## **Testimonials**

### **North American Suppliers, Associations and Conferences**

<http://henrydortmans.com/index.php?page=SpeakingTestimonials>

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