

Daniel Frederick Pontefract

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Senior Executive in Leadership, Enterprise 2.0 and Learning/Collaboration space possessing dynamic character with natural leadership skills and broad ranging experience related to the confluence of learning, technology, performance & culture change. Aspects include strategic planning, vision building, program development, formal, informal & social learning paradigm, people management & technology innovation. Excellent motivator, strategist & tactician; able to bring people and cross-functional teams together to forge ahead into new innovative areas. Strong aptitude to liaise with all stakeholders to build new partnerships and opportunities that ultimately drive ground-breaking, world class & profitable deliverables. Public speaker & author of popular personal blog detailing & discussing Learning 2.0 / Enterprise 2.0 evolution.

Myers-Briggs: ENTJ ❖ *Strengths Finder:* Strategic, Futuristic, Achiever, Woo, Maximizer ❖ *DISC Insights Wheel:* Promoter/Influencer

Professional Experience

TELUS Communications Inc

2008 - Present

Senior Director of Learning & Collaboration

Headhunted to alter the way in which this telecommunications company of over 30,000 FTE's and \$10b in revenue conducts all aspects of corporate learning. Responsible for budget of over \$21m which I shifted from 95% outsourced formal instructor-led to a 60-40 split between formal and non-formal learning & collaboration. Changed the approach & mentality throughout the organization from 'training is an event' to 'learning is a continuous, collaborative, connected & communicative process'. Instituted an influential leadership philosophy for all employees ensuring a consistent, collaborative leadership tenant across all domains. Asked to speak on several occasions about Learning 2.0, Collaboration and Leadership vision.



Strategic Accomplishments

- Launched Learning 2.0 vision, shifting to a 'culture of collaboration' through social, informal & formal means
- Developed & initiated TELUS Leadership Philosophy (TLP) paradigm & programs to global team members
- Drove the implementation of an enterprise-wide social collaboration platform including LMS federation
- Winner of Corporate University Best in Class "Leader of the Year" Award in 2010 & CLO Vanguard Award
- Awarded ASTD BEST classification in 2009 / Awarded Aberdeen Group Learning Award in 2009

SAP / BUSINESS OBJECTS / CRYSTAL DECISIONS

2002 - 2008

Senior Director of Worldwide Education (UBI – University of Business Intelligence)

Headhunted to bring about a radical facelift concerning all things related to education, services and competence development. Responsible for developing and delivering all learning to customers, partners and employees, as well as leading all learning systems, development programs and processes. Realigned the education map of the company moving from five classroom offerings and one eLearning offering to over 1000 offerings in mixed delivery formats including virtual classroom, webcasts, videos, podcasts, traditional classroom, job aids, social learning and extensive eLearning/simulation courses. Opened up industry certification from a closed partner model to a publicly available worldwide program. Solely accountable for management of: 100+ global staff; \$15M (USD) budget; strategic education roadmap; project management office; & all learning innovation.



NOTE: SAP completed a \$6.8B takeover of Business Objects in 2007
Business Objects completed acquisition of Crystal Decisions for \$1.5B in 2003

Strategic Accomplishments

- Senior Leader, Head of Vancouver site and member of SAP Business Objects integration board committee
- Led all innovation, including significant eLearning, to ensure 20% growth of customer facing business to \$52m
- Delivered 70,000+ unique learner enrollments/accesses in 2007; 95% were electronic or social learning based
- Developed & implemented social learning model for learners, creating virtual communities of practice
- Integrated all Learning Management Systems, Wiki, Blog, Forum sites and other Social Networking systems
- Developed strategic integration leadership education plans for all SAP & Business Objects stakeholders
- Recipient of Leader of the Year Award in 2008 / Employee Satisfaction ranked team #2 “job & team satisfied”

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

1998 - 2002

Business Development & Program Head (HTP - High-Tech Professional Department)

Brought newly formed department from zero students and zero revenue to roughly 300 students and \$5 million for fiscal year 2001. The department was an entirely cost-recovery driven department entailing heavy tuition fees for students with large amounts of business development and unique education program development to ensure profitability at double digit margins. Responsible for the management of: staff; students; budget; systems, learning programs & business development.



Strategic Accomplishments

- Developed & launched several unique programs including web developer, web design, technology professional, support engineer, office administration & technician all with leadership curriculum embedded into the mix
- Successfully created partnerships with Microsoft, IBM, Oracle, Crystal Decisions, Sierra Systems, Burntsand, Grant Thornton, CIPS, BCTIA among other organizations for a variety of arrangements and services
- Developed separate online learning area for students at Downtown BCIT campus that pioneered many technologies, approaches and systems for virtual learning

Education & Professional Development

Masters of Business Administration (MBA) - 2002
Royal Roads University, Victoria, British Columbia

ITP, MCSE, MCP+I, MCT, TTT, CNA - 1998
Information Technology Professional Program, Ottawa, Ontario

Educational Technology with Computers Certificate Designation - 1995
McGill University, Montreal, Quebec *and* University of Victoria, Victoria, British Columbia

Bachelor of Education (Concurrent four year Bachelors of Education Program) - 1994
Secondary Education, Physical Education/Geography/Mathematics - McGill University, Montreal, Quebec

Activities and Interests

- Strong interest in an academic, active and healthy lifestyle.
- The ‘social learning network’ is currently a research focus, potentially becoming work towards PhD dissertation.
- Enjoy cycling, jogging, soccer and mainly having fun in life with Denise, Claire, Cole & Cate.
- Professional blog detailing Learning 2.0 and Enterprise 2.0 convergence: <http://www.danpontefract.com/>

NOTE: Other work experience prior to 1998 focused on K-12 public education setting & self-owned education consulting business