

## Dr Leonard Raphael, PhD

*Integrity, Passion, Courage, & Focus.*

Leonard is an internationally experienced Innovation Management, Project Management & 'Information Communication Technology' (ICT) professional through a progressive career spanning over 17 years in rapidly changing world-class telecommunications, financial and educational environment. Leonard is multi-lingual. His country experience includes; the United Kingdom, Sweden, Finland, Ireland, Nigeria, and Nepal



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**Citizenship:** Finnish/Nigerian

## Work Experience

10/2019 – Present

### Lecturer 1

[Federal University of Technology, Owerri](#), Imo State, Nigeria

Teaching Experience on:

- Computer Applications in Project Management
- Entrepreneurship
- Creative Engineering Design Analysis
- Supervision of MSc and BTech student's dissertation

06/2017 – 31/08/2021

### Lecturer in Project & Innovation Management

[University of Sussex](#), Brighton, England.

Responsibilities include:

- Deliver and contribute to the design of high-quality teaching programmes in Innovation and Project management to attract students.
- Supervise the work of undergraduate and taught postgraduate students, providing them with advice on study skills, projects, fieldwork and placements.
- To contribute fully to the School and University by participating in meetings, working groups, committees and other School and University activities.

Teaching experience on:

- Strategic Innovation Management
- Business and Project Management
- Change Management
- Risk Management
- Research Methodologies

04/2020 – 10/2020 & 04/2021 – 10/2021

### M.Sc. Dissertation Supervision in Digital Innovation and Internet Technologies with Business

[Loughborough University](#), London, England branch.

- Supervising 18 MSc students in Digital Innovation and Internet Technologies topics.

04/2019 – 10/2019

### M.Sc. Dissertation Supervision in Digital Innovation and Internet Technologies with Business

[Loughborough University](#), London, England branch.

- Supervised 15 MSc students in Digital Innovation and Internet Technologies topics.

01/2016 – 09/2017

### Network Subject Matter Expert/Program Test Manager

[TATA Consultancy Services](#) / [Nationwide Building Society](#),

Swindon, England.

Responsibilities include:

- Develop Test Strategy to cover System Requirements and Specifications in accordance with multiple cross-functional stakeholders to deliver ICT transformational projects at Nationwide Building Society.
- Develop the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan.
- Understand the testing effort by analysing the requirements of projects.
- Estimate and obtain management support for the time, resources and budget required to perform the testing.
- Executing and monitoring segmentation core conversion processes

## Education

10/2012 – 06/2017

### PhD in Fuzzy Front End of Innovation Management [Durham University](#), Durham, United Kingdom.

#### PhD Research Focus

My doctorate titled "The Fuzzy Front End of the Innovation Process Management in High Technology Companies: Knowledge Sharing in Virtual Communities of Practice" focused on how new knowledge is created and managed at the front-end stages of innovation.

08/2006 – 12/2010

### M.Sc. ICT Entrepreneurship

[KTH, The Royal Institute of Technology](#), Stockholm, Sweden

**Master's Thesis:** Transitioning to IPv6 in Telecommunication Company: A Diffusion of Innovation Approach.

08/2005 – 10/2006

### M.Sc. Computer Science (Networks and Distributed Systems)

[Trinity College](#), University of Dublin, Dublin, Ireland.

08/1996 – 05/2001

### B.Eng. Computer Engineering

[Espoo-Vantaa Institute of Technology](#), Espoo, Finland

**Bachelors Thesis:** Centralized user account management systems in multiplatform user environments.

## Areas of Expertise

- Innovation Management, New Product Development & Project Management.
- Entrepreneurship, Value, Idea Creation & New Business Development.
- IP Networks, ICT, Testing Management, and Telecoms Service Delivery.

## Projects I delivered at Nationwide Building Society as a Test Manager:

- Magnetic North Dialler and Outbound Dialler Replacement Project – Worked with the replacement of Magnetic North Dialler for Cisco Outbound Dialler, my experience from the project also included knowledge of IPT/ IPCC Transformation & Transition/VOIP.
- SIP Trunking Project – Worked with the transformation from ISDN to SIP Trunking in PSTN, familiar with applications such as; Jsoftphone, Avaya, Citrix, Verint and Impact360.
- IT Run Automation - Workflow visualisation tools and interlink ASI run automation tools.
- Network Packet Broker & IDP.
- Antimalware and Data Loss Prevention Project.
- Managed various IP network testing such as; router, firewall, Skybox, WAN and LAN, VDI remote access, and defect management.

02/2012 – 05/2016

### Executive Director

[Exploits Energy Limited](#), Lagos, Nigeria.

Responsibilities include:

- Design, develop and implement strategic plans for Innovation and ICT, for the organization in a cost-effective and time-efficient manner.
- Responsible for the day-to-day operation of the organization, which includes managing committees and staff as well as developing business plans in collaboration with the board.

12/2013 – 07/2014

### ICT Consultant (Contractor – short term)

[Ericsson Ab](#), Lund, Sweden

Responsibilities include:

- Developing and supporting IP network infrastructure for Ericsson R&D Labs.
- Managing facilities staff to deliver expected service levels to customers within the prescribed budget.
- Managing team schedule to ensure customer satisfaction and facility coverage.
- Served as an operational leader in the region for over 30 staff under my supervision, and coordinating work assignments among facilities staff, vendors and contractors.
- Providing ideas and innovation as well as maintaining a view of emerging technologies.
- Providing the overall network technical strategy and leadership for a client, project or bid.
- Designing technical solutions covering product selection for the key components of the network technology stack, including network hardware, firewalls, circuit sizing, capacity management, management tools and software platforms for Ericsson R&D Labs and Data Centres.

10/2006 – 10/2012

### IP Configuration Manager

[TeliaSonera Ab, Stockholm, Sweden](#) (Now renamed as Telia Company)

Responsible for the Global IP Delivery Team, with the responsibility for managing all router configurations within the standard lead times and providing expert competency to clients, internal parties & stakeholders.

Responsibilities include:

- Presale support: Managing requests for port reservation.
- Service Delivery and Customer migrations.
- Provide technical expert competence in system development projects, for example, workflow and network inventory systems and if required, acts as a Project Manager for each deal to ensure the final solution is delivered towards customer's expectation and initial proposals.
- Proactively scoping the technical solutions required to address customer requirements, assess customers met and unmet needs, and recommend optimum solutions ensuring appropriate support for the proposed architecture.
- Participate in New Product Development projects to ensure the commercialization of new service offerings.
- Sharing with key account sales manager assigned targets for profitable growth in assigned product lines and market areas

01/2011 – 12/2011

### IP Networks, Unit Head, ICT

[Ncell Pvt Ltd](#) (Part of TeliaSonera), ICT Department, Kathmandu, Nepal.

Responsibilities include:

- Responsible for strategy planning and capacity planning to forecast growth based on company's strategy and concepts with regards to Data Communications and IP/MPLS, including TE, MPLS QoS, VPLS.
- Responsible for managing and leading teams within the IP Network Unit with over 15 staff under my direct supervision and over 300 staff indirectly reporting to me.
- Planning the architecture design and strategy of company data network development.
- Working with Wide Area Networks (WAN) and Local Area Networks (LAN) for corporate network solutions.
- Responsibility for budget planning and control for the unit.
- Data Centre Management, cabling infrastructure management & RAN over IP network Development.
- Coaching and professional development to company staffs.

## Courses, Training & Certifications

- Certified Checkpoint Security Administrator (CCSA).
- CCNA, CCNP, Juniper, IPv6, Nokia. DSLAM and Alcatel.
- Academic writing, critical evaluation.
- Business School teaching training session.
- Commercializing High-Tech Innovations in a Complex Global Marketplace.
- Evolutionary frameworks in innovation: exaptation and modular systems.
- Innovation, Brand & Culture – Responsible Business.
- International Teaching Assistant (ITA).
- Health and Safety Training Course.
- Quality, Diversity & Counselling Service Training. Course for Teaching Induction.
- PGCertHE – in Progress.

## Computer Skills

MS Project, Internet and IP networking applications, Nagios, Cacti, SNMP tools, OSS Application, Arbour, SPLUNK, Statistica, Wireshark, SharePoint, Sales Force, IOS, Junos. Experience from using and selling CRM. Microsoft Office: Outlook, Word, PowerPoint, Publisher Excel: Pivot tables, databases, Macros (Visual Basic) Google Analytics (website traffic analysis and reporting) Experience from several graphics & photo editing software

## Language Skills

Finnish	Average
English	Excellent
Swedish	Average
Igbo	Mother Tongue

## Relevant Publications

- Value Creation through Knowledge Sharing in Virtual Communities of Practice – the University of Venice Conference-Paper accepted for December 2017 proceeding.
- Challenges of dispersed collaboration within Virtual Community of Practice – Journal of Product & Innovation Management (expected December 2019)
- Creativity in Digital Project Management – Digital. Project Management Conference in Manchester, UK. - Paper accepted for January 2018 proceeding.

## Entrepreneurship Experience

- Founder and owner [Beamos Technologies Limited](#), UK 2012 – present.
- Founder Attitude Adjustment Limited, UK.
- Founder BribeNigeria.com. – Nominated and recommended for Ace Anti-corruption Award for innovation and creativity 2018.

## Some Volunteer Experience

01/2013 – 02/2013

Entrepreneurship Mentoring for Junior Secondary school pupils. St. Leonard Catholic School, Durham, UK.

01/2013 – 02/2013

Volunteer presentation for school pupils at Beamish Primary School - Co-operative Villas, Beamish Stanley, England.

2014

Construction Volunteer at Slush 2014. Slush is the focal point for European start-ups and tech talent.

Leonard was a part of the Construction Team, and was in charge of operating services at the 14000 visitor conference, including.

- Successfully constructing the biggest technical production ever in Finland.
- Top-level customer service, which scored 4,5/5,0 in the feedback.



06/1996 – 12/2016

### **Other Work Experience**

11/2016 – 12/2016: Mentor – Durham University Open Innovation Future Learn Course MOOC.

10/2013 – 03/2015: Part-time Module/seminar Teaching, Durham University Business School.

03/2015 – 08/2015: Technical Leader/NPD Programme Test Manager - [Aricent Technologies/Vodafone](#), UK.

04/2003 – 09/2006 Data Communication Specialist - [TeliaSonera Carrier Networks](#), Helsinki, Finland.

07/2000 – 04/2003: Systems Specialists/Technical Support Engineer –[TeliaSonera](#), Finland.

06/1999 – 10/1999: Researcher and Technical Support, ICT - City of [Kuopio Headquarters, ICT Department](#), Kuopio, Finland.

05/1997 – 07/1997: Logistics Coordinator – [Nurminen Heavy Oy](#), Jyväskylä, Finland.