

Henry Dortmans has 35+ years of experience as a consultant and executive in business communications and customer service management.

He has helped over 300 organizations solve problems and make better decisions.

Results-oriented with extensive depth and breadth of experience, spanning: advisory services; executive leadership; management roles. Known as an innovative problem solver and an excellent communicator with vast knowledge, credibility, and true commitment. A successful track record of forging long-term relationships with customers and suppliers, leading to significant business results. Experienced in helping organizations make the right decisions by working with an extensive network and by providing clear insights. A trusted, responsible, and inquisitive adviser. Delivers results, on time and on budget, with the highest degree of integrity.

Representative Accomplishments

Career

- HenryDortmansAssociates.
- President, AngusDortmansAssociates
- VP Managed Services, TSB International
- Director, Angus TeleManagement Group
- Senior Consultant, KPMG
- Manager Telecommunications and IT, General Foods/Kraft Heinz

Education

- MBA York University Schulich School of Business
- Bachelor of Commerce (Honours) Queen's University

- Developed strategic plans and road maps—systems & networks, business communications, contact centers—for CXOs in a wide variety of organizations across Canada
- Managed and/or assisted many programs and projects, including: managed services, expense management, innovative systems, research surveys, RFPs, proposal evaluations, start-up programs including 211 Ontario, 311 Halton
- Conducted numerous process reviews and assessments that saved millions of dollars for clients
- Implemented a new business development process for a supplier that increased revenue and profits significantly
- Negotiated many multi-million dollar vendor agreements

- Evaluated and implemented many 'firsts' in Canada including: implemented the first voicemail system (General Foods); planned the first multi-tenant services building (Prudential); co-founded Canada's first communications technology consultants association (CTCA); launched the first outsourced telecom managed services program
- Helped plan and manage many successful implementations of systems, networks, and hosted services
- Delivered many presentations including a six-city, cross-Canada keynote to end-user organizations on hosted services
- Developed, chaired, and/or presented at major industry conferences in Canada and the U.S.
- Serves on various advisory boards