

HATEM N. AKIL, PhD

Inspiring Purpose-Driven Teams to Actualize Corporate Mission

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CAREER PROFILE

A cross-functional business development and account management executive with 20+ years of developing and maintaining top-level, enduring, and trust-based multinational partnership relationships in diverse sectors, including education, business, government, and social organizations, in the US and across the globe. A strategic thinker with strong operational judgement who is adept at envisioning and executing human-centered strategies and leading mission-driven teams of diverse sizes and locations towards a common purpose in both start-up and well-established conditions.

Positively impacted the lives of others by creating unique learning opportunities for international students through innovative 2+2 pathway programs (Ascend Higher Ed), provided \$10 MM in annual donations to US non-profits in partnership with AT&T through creative affinity marketing strategies generating over \$200 MM in ARR (NetOne), founded the largest telecom provider serving migrant communities in the US (OMNIAT Telecom), founded the third largest hospitality telemangement firm in the US capturing 25% of target market in California (TAC). As published author, researcher, college administrator, and educator, fostered equitable learning spaces by creating socially-aware alliances and writing and teaching on global issues and cross-cultural competencies.

PROFESSIONAL EXPERIENCE

VP, University Partnerships, [Ascend Higher Education](#) 07/2019 - Present Orlando, FL

- Designed an innovative business plan and a go-to-market strategy to increase international student enrollment revenues and build cross-border locations for US universities through strong international tri-partite partnership opportunities. Successfully concluded agreements with 23 K-12 schools and six universities in under 18 months to deliver face-to-face and online programs for 1,000+ students. Maximized efficiencies by streamlining operational procedures among all teams.
- As Campus President for Broward Center of Turkey (Broward College), created a 2+2 pathway to US education for traditionally underserved students in Turkey and MENA region, founded physical campus facilities, recruited students at 120 high schools, successfully worked with regulatory authorities, executed in-depth operational analysis that creatively reduced projected operating budget by 37%, adopted a purpose-driven administration of campus to inspire faculty and staff and introduced a holistic student-centered life-design advising plan.

Director, Quality Enhancement Plan, [Seminole State College](#) 07/2016 - 07/2019 Sanford, FL

- Successfully transformed the QEP department by devising an innovative student-centered approach that re-imagined the college's four reading centers as vibrant cultural centers and diverse safe spaces in which jazz music played, international films screened, minority-student clubs convened, speakers invited, etc. Created a culture of reading throughout the college by establishing cross-departmental partnerships leading to 300 public events attended by over 37,000 in under three years.
- Increased student retention and completion rates by an average of 3.2% across all disciplines by promoting innovative instructional pedagogies, leading professional development programs and growing collaborative support among stakeholders.

Chief Research Strategist, [FMS-Tech](#) 08/2015 - 06/2016 Abu Dhabi, UAE

- Created new global growth opportunities by introducing an entrepreneurial mindset to product management strategies and researching, developing, and acquiring data and product plans around geo-location/ telematics technology products.
- Coordinated among a wide range of stakeholders to deliver complex programs of work to scope and budget across multiple geographies using a creative and resourceful partnership strategy.
- Expanded company's target market size through industry conventions and creating new partnerships. Documented market opportunities in the State-of-the Telematics Industry research-based white paper 2016.

Executive Director, [Media Orientalis](#) 01/2010 -08/2015 Orlando, FL

- Solved international call termination problems for major telcos by building a nimble and agile distributed-architecture global VOIP network in 21 countries and a sales organization based out of six countries resulting in a global capacity expansion.
- Successfully negotiated and nurtured partnership agreements with international governments, including Syria, Nigeria, Sri Lanka, Palestinian Authority and major global telecoms, including Deutsche Telekom, Belgacom, TeleDanmark, etc., that generated hundreds of millions of traffic minutes per month, reduced carrier costs, and expanded consumer options.

CEO/ Chief of Sales, [OMNIAT International Telecom](#) 01/2002 - 12/2010 Orlando, FL

- Created the vision and go-to-market strategy to provide international calling services to migrant communities throughout North America leading to over 50,000 new subscribers and maintaining the highest customer retention rate of any US carrier.
- Gained market control in under 24-months by deploying a multi-tiered channel marketing program with a network of 200 sales agents, affiliate partners, and resellers, and a multilingual customer acquisition and customer service platform including training and managing of 300 call center agents working in three countries and delivering service in six languages.
- Creatively designed an "ethnic-intimate" customer experience through cultural training, community involvement, and event sponsorship, reducing customer acquisition costs by 66%, maximizing retention rates, and directly impacting P&L.

President, [NetOne International](#) 01/2000 - 12/2001 Winter Park, FL

- Created new opportunities for underserved and immigrant communities in the US by partnering with AT&T and designing affinity-marketing strategies that signed up over 200,000 subscribers generating over \$200 MM in ARR using a high-volume, fast-paced call center operation of 2,000 agents. Introduced new operational inefficiencies that minimized employee churn, improved agent performance, and reduced customer acquisition cost by 28%.
- Provided new service opportunities for underserved and unbanked populations in the US by inventing the concept of *prepaid direct dial*, which was featured as a keynote "Success Story" at Prepaid Expo 2001.
- Authored a white paper entitled State of the Customer Service and Billing Systems in the US, which led to operational improvements in workflow process management. Based on that report, served as a systems and process architect for a proprietary distributed billing and customer service application in Pro-IV, which saved the company over \$1.6 MM.

Founder/ CEO, [Telemanagement Advantage Corp.](#) 01/1995 - 01/2000 Los Angeles, CA

- Designed and implemented industry-leading product, Facilities Management Plan (FMP), that solved telephony problems for the hospitality industry and generated new revenue centers by enabling hotels and hospitals to operate as mini-telcos.
- Architected and led development teams to build a proprietary enterprise level CRM system in Lotus Approach that was sold as SaaS to hotels and hospitals and was later adopted as the ERP for TAC's Integrated Communications Provider (ICP) spinoff.
- Successfully negotiated and signed a \$20 MM Strategic Partner agreement with Pacific Bell leading to the establishment of TAC-Plan8, the largest CLEC footprint in the Western US with a customer base from Santa Barbara to the Mexican borders. Established a business development strategy that gained 25% market share in California (of all hotels and hospitals), placing company 3rd largest in this field in US at the time and maintained a 100% annual growth rate for five consecutive years.

EDUCATION

University of Central Florida, Orlando, FL. [Doctor of Philosophy](#)
University of California Los Angeles, Los Angeles, CA. [Master of Fine Arts](#)
Damascus University, Damascus, Syria. [Master of Arts](#)
Academy of Dramatic Arts, Damascus, Syria. [Bachelor of Fine Arts](#)
Damascus University, Damascus, Syria. [Bachelor of Arts](#)

NON-PROFIT WORK

[Board of Trustees](#), ADUC University, Dubai, UAE, 2020-Present
[Advisory Board](#), Southern Technical College, Orlando, FL., 2020-Present
[Board of Trustees](#), Mont Dora Center for the Arts, Mount Dora, FL. 2018-2019
[Division Executive Committee](#) (Chair, 2017), Modern Language Association, 2014-2019
[Executive Director](#), Barada Institute, Gaziantep, Turkey, 2016-Present
[Artistic Director](#), Baraka World Foundation, Orlando, FL. 2007-2013

PUBLICATIONS (*partial*)

[Editor](#): *Global Modernity: Coloniality to Pandemic, a Cross-Disciplinary Perspective*. Amsterdam UP. 2022
[Monograph](#): *The Visual Divide Between Islam and the West*. NY: Palgrave-Macmillan. 2016
[Book Chapter](#): "The Martyr's Vision." In *Re-Visioning Terrorism*. Purdue University Press. 2016
[Journal Article](#): "Cinematic Terrorism." *Journal for Cultural Research*. 2016
[White Paper](#): State of the Telematics Industry, White Paper, FMP Technologies, 2015

COURSES TAUGHT (*partial*)

Southern New Hampshire University , Humanities	2018-Present
Middlebury College , Intermediate Arabic	2016
American Intercontinental University , Film Production	2014-2015
Seminole State College , English, Humanities	2013-2019
University of Central Florida , Digital Media	2011-2012

LANGUAGES

Native Proficiency:	English, Arabic
Research Level:	French, German, Spanish
Beginner:	Turkish