



Rob Brickman, CPA, CA is President of Rob Brickman & Associates (RB&A), a Toronto-based consultancy that makes organizations more effective, compliant, adaptive and profitable in managing their reliance on third parties. Rob's passion is making sure that there is structure, good governance and financial benefit whenever an organization entrusts processes and services to someone else.

Rob brings over 30 years of business experience as a collaborative problem solver and trusted advisor in outsourcing governance, operational risk management, finance, controls, business and IT strategy, program management and advisory services. Rob is adept at working cross-functionally in complex organizations and builds consensus with diplomacy and integrity.

Career

- President, Rob Brickman & Associates Ltd.
- Executive Advisor, IBM Americas Global Delivery & Workforce Management Programs
- Canadian Focal, IBM Global Risk & Compliance Office
- National Manager, Business Process Effectiveness & Controls, IBM
- National Manager, Large-Account Business Operations & Contract Initiation, IBM
- Associate Partner, IBM Consulting Group
- Founder, The Caracol Group
- Senior Mgr. – CA Firms

Professional

- CPA, CA – Ontario
- BA – York University

Representative Accomplishments

- Delivered global workforce planning, risk mitigation, and skills migration to and from offshore global delivery centers for 100+ of IBM's largest Strategic Outsourcing clients in all sectors
- Minimized delivery costs and operational risks while executing 300+ transition projects per year with 30+ Project Managers.
- Drove harmonized domestic and offshore delivery of steady-state Strategic Outsourcing services from IBM's Global Delivery Centers
- Developed and deployed framework to identify and mitigate key risk indicators in migration and global delivery of Strategic Outsourcing services and ensured full compliance by 80+ large-account teams
- Strengthened and standardized the design and controlled execution of key controls in IBM's end-to-end Solution Design and Solution Delivery processes for Strategic Outsourcing
- Ensured seamless contract initiation, contract governance, and business office operation for 20 new Strategic Outsourcing contracts (each >\$20M TCV), applying leading practices, risk management, global processes, and tools.
- Established and built IBM's 1st cross-sector management consulting practice in e-Business Strategy and Change with consistently high levels of revenue, utilization, and customer satisfaction.
- Held senior financial management positions in hospitality and real estate sectors
- Founded boutique consultancy in IT strategies for hospitality and telecommunications sectors
- Chartered Accountant in public practice