

# EXECUTIVE GLOBAL MASTER'S IN MANAGEMENT 2020 Class Directory













#### Jesse Adkins

Nationality: American Current Location: Dallas, USA Current Job Title: Associate Counsel and Assistant Secretary Current Company: NACCO Industries, Inc.

I am a corporate transactions attorney and real estate entrepreneur with experience in the natural resources, energy and construction industries. I also have worked in private equity. I studied Russian in college and economics in graduate school in addition to going to law school. I am pursuing this programme because I want to learn alongside global colleagues how to craft creative solutions for complex problems. I hope to challenge my current thinking about business management and be inspired to formulate successful business ideas that also encourage development for some of the world's poorest and most vulnerable people. I volunteer at a legal hospice center and a low-income legal aid clinic. I am a former collegiate swimmer and still enjoy swimming. I also like to ride my cyclo-cross bicycle. I enjoy world travel and have lived in Russia and Argentina.



## Kanupriya Batra

Nationality: Indian Current Location: Singapore Current Job Title: Group Senior IT Business Partner Current Company: International SOS

I am a Biotech Engineer and Business Analytics specialist by education. My career choices have varied from a Research Biotechnologist to reengineering processes, setting up a global knowledge processing team, and to managing digital acceleration projects. Currently, I hold the role of Group Senior IT Business Partner at International SOS, the world's leading medical and security, travel risk service provider. I am responsible for fast-track digital initiatives and programs, optimizing cost and driving future business growth, at International SOS.

During my leisure time I enjoy traveling, music, movies, coffee chats and more. It's usually a yes for a travel trip anywhere around the world. For my time at LSE, I envision an open space of mind that allows learning through an exchange of ideas, analysing whys and what-ifs and how ideas transform into real-world outcomes.



#### Jason Bradshaw

Nationality: American Current Location: Aspen, USA Current Job Title: President Current Company: Colony Partners, Inc.

I graduated in 1995 from Occidental College with a BA in American Studies which is a degree that combines coursework in American history, economics, political science and literature. Following graduation, I accepted a project manager position at a technology start up. In 1996 I applied to analyst programs at multiple investment banks in New York City and was offered a position at JP Morgan Chase. After completing the analyst training program, I was placed in the Real Estate Investment Banking Group where I served as an analyst for a year and a half and as an associate for three years. The focus of my work while at JP Morgan Chase was predominately mergers and acquisitions for publicly listed REIT's and lodging companies. In 2001, I co-founded Colony Partners, Inc. which is a multi-faceted real estate investment and development company. For the last 7 years, the focus of the company has been working with governments through public / private partnerships to realize affordable housing goals.

Outside of work, I enjoy reading, traveling, skiing, hiking, running and golf.

My goal in completing the program is to develop the tools to be an effective decision maker in the global economy. While I have an open mind with regard to specific opportunities, I want manage and grow an international business operation.



## **Dominique Brisson**

Nationality: Canadian Current Location: Montreal, Canada Current Job Title: Director of Finance Current Company: Simple Concept Inc., dba BONE Structure

I completed a graduate degree in accounting at HEC Montreal and then started to work as an auditor at KPMG Montreal. I worked for 6 years in audit and then I asked for an internal transfer in the due diligence department, where I stayed for over a 1 year. During that year, I was approached by a former colleague for a position as director of finance in a private organization, which I accepted. I have been in that role for now more than a year, reporting directly to the CEO.

Outside of work, I like to be with my friends and family, I like to travel and to ski, run and bike. Two years ago, I climbed the Kilimanjaro with a friend and my mother.

This program will help me in getting at a leading position of a company and I plan to use the knowledge and the skills to continue to evolve in the business world.



# Abhishek Chaudhary

Nationality: Indian Current Location: London, UK Current Job Title: Project Manager Current Company: Accenture Services Pvt Ltd.

I hold a bachelor's degree in technology from College of Engineering Roorkee of hill state Uttarakhand, India. I have around 15 years of demonstrated IT experience starting my IT career with Infosys in 2005 and later working as a SAP Utilities consultant for US based MNC-Sapient Consulting Pvt Ltd. For the last 9 years, I've been working for Accenture with various global clients in Energy, Utilities across Regulated & Deregulated markets. I have excellent consulting skills and specialisation in SAP Project Implementation.

In the last few years, I've been working as a Project Manager in the UK on behalf of Accenture for one of the leading oil and natural gas companies leading an offshore team of more than 30 individuals, managing IT services deliveries to some of the largest Utilities Companies. I always stay open to learn more with everyday stakeholder management, client value proposition in my client facing roles & surely, EGMIM will help enhance these attributes which are pivotal for starting and running a successful project in any IT firm.

This EGMIM programme at LSE will enable me to get a glimpse of other aspects of organisation management in addition to understanding various intricacies of business and management with exposure to other industries apart from IT services.



# Thomas Dokubo

Nationality: Nigerian Current Location: Erbil, Iraq Current Job Title: MIS/Data Analytics Manager Current Company: Korek Telecom

I have an MSc. in Enterprise Systems from Sheffield Hallam University. I have been working for close to 15 years mostly in the Information Systems and Technology field, with expertise in Management Information Systems, Enterprise Data Warehouse, Business Intelligence and Data Analytics. In the course of my employment, I have had the opportunity to develop project management, user requirement gathering, analysis and implementation skills. I have worked in the banking industry, the telecommunications industry and a technology start-up. I have gained valuable experience working in 4 countries across 4 continents.

Outside of work, I love to read. I'm also a sports enthusiast. I love to watch football, lawn tennis, athletics, cycling, especially the major tours, and Formula 1. I love to take long drives and long walks and visit new places if I have the time. I also love to cook. I believe that cooking your own meal is very satisfying.

I currently run a private business in addition to working for my current employer. I intend to apply the skills I will learn at the program in improving the performance of my business and becoming a better manager and entrepreneur. I also intend to apply the skills at my current place of work to see how I can improve my performance at my current role and by extension, the entire department I work in, with the aim to move into a larger role in the future either here or somewhere else.



# **Matthew Dunlevie**

Nationality: American Current Location: Orange County, USA Current Job Title: Senior Clinical Account Specialist Current Company: Johnson & Johnson

I am an engineer by training and at heart. I graduated from the University of California, Irvine with my Bachelor's in Biomedical Engineering. I received my Master's in Bioengineering from the University of California, San Diego. I am currently employed by Johnson & Johnson as a surgical consultant for cardiac procedures.

Outside of work I enjoy spending time outdoors with my wife and playing basketball. I am always up for a challenge, and enjoy balancing fun and competition.

I hope to utilize the global and strategic insights from LSE to advance my career within the healthcare industry. I foresee my technical experience and foundations providing valuable insight for technology investments and startups. I look forward to learning more about the language and study of business ventures.



## **Arturo Esayag Rosler**

Nationality: Venezuelan Current Location: Caracas, Venezuela Current Job Title: Director of International Operations Current Company: Valoralta

I am an undergraduate in the class of 2010 in Business Entrepreneurship from Suffolk University in Boston Massachusetts. I have worked in a familyowned business for the last eight years. I currently hold the position of Director, in Valoralta, a consortium of Financial, Real estate development, Insurance Companies, Commercial and retail brands, Manufacturing and foreign investments; each financial entity in Venezuela, Panama, and Colombia are regulated by disjointed countries regulatory systems.

I enjoy traveling, exercising, nightlife and watching films. I also like to go to concerts of any type of musical genre and consider myself a music scholar. I plan to apply all of the methods learned and skills acquired during the program to better improve the company in which I work for. In order that all of my family may prosper from cutting-edge Global Management skills and assets.



#### **Rob Etheridge**

Nationality: British Current Location: London, UK Current Job Title: Head of Group Workforce Management & Analytics Current Company: Deutsche Bank

I have enjoyed a professional career spanning 22 years across multiple industries including Travel, Insurance and Investment Banking. I took an alternative route to my peers on leaving high school and joined an accounting firm on an apprenticeship scheme. Once I had completed an accounting qualification, I joined British Airways as a business analyst in Marketing, before using my reporting skills to build a career in HR specialisms at RBS, Morgan Stanley, Petronas and finally Deutsche Bank, where I have held a number of managerial roles over the last 10 years.

My current role involves leading a number of teams concerned with helping the management board and Head of HR shape the bank's workforce strategy for it's 140,000 workers. As well as coordinating planning activities and supporting decision making at the Management Board, this involves overseeing the creation and maintenance of Workforce related governance frameworks and providing insights through the application of People Analytics. It's an exciting, varied and busy role, and I feel supplementing my professional experience with the LSE's EGMiM will ensure the consultancy and advice I provide the bank can be the best possible.

Most importantly I'm a family man, and I'm kept on my toes outside work by my wife Gem, daughter Dahlia (2 1/2) and son Xander (1). My wife and I love snow sports and we try to spend as much time as possible each season in the alps – fortunately the kids seem to love the snow too! My other interests include vinyl djing, electronic music production and playing the guitar (a little worse each year).



# Isabell Faad

Nationality: German Current Location: Freiburg, Germany Current Job Title: Co-Founder & CEO | Head of Marketing & Sales, Innovation Unit Current Company: Winglet Education GmbH | Intercongress GmbH

I am an entrepreneur and innovator in the medical education industry with an undergraduate degree in business studies, who's strategically developed major scientific congresses together with world-leading physicians and scientists for years. Led by the vision to improve the quality of patient care by providing access to high-quality continuing medical education (CME) for physicians across the globe, I co-founded an online platform and production company for digital medical education in June 2016. Having gained a competitive edge on the Germanspeaking market, we now strive for global expansion with a particular focus on the emerging markets. Being the CEO of our own venture, and in parallel, the youngest member of the senior management team at a leading pan-European congress organiser, I am passionate about my work, and I run and grow my businesses with extreme dedication and pure perseverance every day. At the same time, I view myself being a highly analytical and critical-thinking person with keen interest in political, social and economic debates.

I am an avid traveller, outdoor runner and podcast enthusiast, hungry for ever new adventures and horizons.



#### **Andres Friedman**

Nationality: Uruguay Current Location: Montreal, Canada Current Job Title: Program Director Current Company: Bombardier

I was born and raised in Montevideo, Uruguay, and first moved to Canada to attend university. I pursued my undergrad in Economics and Business at McGill, and started my career in General Electric in Finance. After a short stint at GE, I joined Bombardier in the strategy area for the launch of a new program (CSeries, now Airbus A220). While I have been at Bombardier since, I've had many opportunities to change functions / countries. I led the emerging countries' sourcing strategy, which allowed me to spend significant time in China/Maghreb/ Mexico. I then moved to Mexico where i held several roles in Operations: Supply Chain Manager, Production Manager and Logistics Director. I then moved to our Toronto site where I held the position of Program Director for the Global 5000/6000 product line (Business Aircraft). Since early 2017, I've been living in Germany, managing our European partners for a new program (Global 6500), which we launched in May 2018. I will move back to Montreal in October 2018.

I joined the EGMiM to broaden my perspective on business, by learning how other companies address their key challenges and opportunities. I also wanted to refresh/update some of the business knowledge I acquired during my undergrad. And to enhance my leadership skills by working with and learning from a smart cohort of class mates.

My hobbies are varied, ranging from History, Politics, and reading on the one hand, to salsa dancing, swimming and scuba diving on the other. I also love travelling and learning languages/other cultures.



#### Andrew Hosch

Nationality: American Current Location: Seattle, USA Current Job Title: Vice President, Software Current Company: Base2 Solutions

For the past 12 years, I have been a technology consultant in Seattle, responsible for bringing software products from concept to production for multiple clients. Companies range from Fortune 50 to small non-profits. Projects I've worked on and managed are now flying on the new Boeing 737 MAX airplane, helping airlines save money at gate-turns. Another project simply helps swimmers schedule classes at a local pool. LSE's data-driven program will give me the foundation to be the same creative risk taker in finance and management that I am in technology. My first sustained international experience was as a graduate student at McGill University in Montreal, Canada. Since then I have lived and worked in Asia, Europe, and North America. In my spare time, I enjoy hiking in the Olympic and Cascade mountain ranges in Washington State.



## Valentin Janiaut

Nationality: French Current Location: Seoul, Korea Current Job Title: Program Manager Current Company: LG Electronics

While completing my degree in Computer Science in France, I had the chance to broaden my horizon and studying in KAIST in Korea. Following a year-long hiatus in India to work as a Digital Project Manager for a Facebook marketing agency, I joined the automotive division of LG Electronics in Seoul to take care of the launch of the current infotainment system equipping all Renault vehicles. I am now overseeing the development of the future Jaguar Land-Rover infotainment system for 2020. Leaving my technical background, I seek to expand my horizon to improve the management of my future projects.

Outside of my fast-paced office life, I enjoy trying to improve my squash skills although I have still a long way to go.

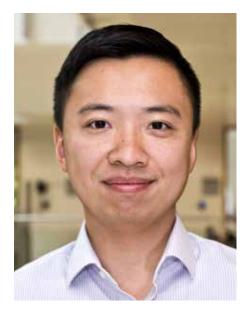


# Lubna Kayyali

Nationality: Syrian Current Location: Palo Alto, California Current Job Title: Assistant Director Current Company: Teachers College, Columbia University

I hold BSc in Foreign Service from Georgetown University and MA in International Education from Columbia University. For the past seven years, I worked in various roles in the legal and education sectors in Qatar and the United States. I was a paralegal at Patton Boggs LLP and Qatar Investment Authority for a combined period of three years. I then transitioned to educational management and administration and worked at Georgetown University in Qatar and Teachers College Columbia University in New York for a period of four years. I have also worked on research and consultancy projects for international and intergovernmental organizations including the World Bank and UNICEF as well as for private entities such as Avenues: The World School.

I am hoping to learn through the program about management in today's globalized private sector. I am interested in the role of corporations in emerging markets and how we can harness their potential for the growth of the wider communities in which they operate. I am also eager to learn more about strategic decision making for the purpose of enhancing innovation. Having emerging markets in mind, this skill seems especially important given their complex economic and political contexts and the pressing need to generate creative solutions to seemingly intractable problems. Outside the professional universe, I spend my time dancing, doing kickboxing, traveling, and writing poems. I look forward to connecting with the EGMiM community and to learning about their passions and aspirations!



# Victor Ma

Nationality: American Current Location: London, UK Current Job Title: Associate Portfolio Manager, Fixed Income Current Company: AllianceBernstein

I obtained my undergraduate education from the wintry University of Chicago and began my career in the fixed income asset management industry where I was fascinated by the interlinkages of geopolitics and the financial markets. In my current role, I implement various strategies across global multi-sector and absolute return portfolios through the assistive use of technology to incorporate quantitative and fundamental data into the investment process. I continued my education with the CFA charter and now with this unique program at LSE which aligns with my global perspectives.

In my free time, I traverse other countries, exploring both the classic routes and the roads less taken, experiencing and understanding different cultures. I enjoy dedicating time to volunteering, where I am passionate about providing access to educational opportunities in local and international communities.



## Zacharie Magnan

Nationality: Canadian Current Location: Geneva, Switzerland Current Job Title: Head of Finance Current Company: Oryx Petroleum Corp.

I am a Canadian professional accountant. My initial Bachelor's degree in Physical Education was obtained in pursuit of my dream to 'organise the Olympics'. Shifting gears and after spending about 8 years as an auditor, I have spent the past decade working with Canadian publicly listed companies in the international upstream oil and gas industry. I have had professional dealings on most continents in the process and have toiled in and led the broad finance function, corporate services (HR, IT, Admin.), procurement, and commercial affairs.

Outside of work, I spend as much time as possible with my two young children and family. Once upon a time, when time permitted, I played hockey, golf, and other sports. I now do whatever I can to stay active. I am also interested in current events and geopolitical affairs. Regarding the LSE's EGMiM, I hope that the programme will allow me to broaden my horizons. Let's see where this journey takes us!



## **Abraham Monroy**

Nationality: Mexican Current Location: Mexico city, Mexico Current Job Title: Business Transformation Process Manager Current Company: RC

From 2011 to 2018 I have been the Accounting and Administration Director of a worldwide Non Profit group in North and Central America. Manager of four teams (two accounting teams of 10 persons each, one administration team of 10 persons and one IT team of 5 persons). My principal duties in the group is to lead and manage these accounting, administration and IT teams that give corporate services for Semper Altius School Network, Anáhuac Universities Network, the Regnum Christi Movement and other public charities and non-profit organizations.

Also, since October 2016, I've been leading a transformation process in the group in order to improve customer support in all the services the corporate office (including regional corporate offices) provides to the different divisional companies. This transformation includes a process review and update to the different corporate departments, such as: legal, treasury, human resources, accounting, administration, construction management, audit, IT, controlling and customer support. This project required to lead two teams: change management and process review teams. I like sports, watching many of them such as soccer, F1, ice hockey and tennis. Also I like to go to the movies and theater. Other interests are beer brewing and winery (enology).

I'm planning to use the programme to have better tools to assume the next roles on the company. Since a few years I've been informed to prepare myself to assume some roles on the organization such as a regional CFO or global CFO in the future.



#### Anusha Naidoo

Nationality: New Zealand Current Location: London, UK Current Job Title: Radiologist Current Company: I-Med

I am a specialist Radiologist. I trained in New Zealand and have worked both in Australia and New Zealand in the public and private sectors. I currently work in a UK based office for I-Med which is Australia's largest private Radiology group. I report the after-hours emergency and trauma radiology scans.

Outside of work I read and enjoy travelling. I intend to use the skills that I obtain from the programme to enable better access to Teleradiology services on a global scale.



# **Tolu Phillips**

Nationality: Nigerian Current Location: Houston, USA Current Job Title: Management Consultant Current Company: Accenture

I have my undergraduate degree in Economics with a minor in Business Law from Carleton University in Ottawa, Canada. After graduation, I started work at Accenture as a Management Consultant working primarily on Organizational Change Management. Outside of work, I like to travel and tend to indulge in crafty activities. Most recently, flower arrangement – making bouquets and center pieces. I also enjoy a good hike (when the weather in Texas permits).

As I transitioned into management within Accenture, I sought a program that will help me build more rounded management skills. I also sought a program that will provide me with a robust, in-depth knowledge of the economic and sociopolitical climate in which firms in emerging markets operate as my end goal is to pivot my consulting career towards advising companies within Africa. The EGMiM program delivers on these, embedded in LSE's renowned excellence. I look forward to the relationships I will develop during this experience.



#### **Praisont Prasertamporn**

Nationality: Thai Current Location: Kuala Lumpur, Malaysia Current Job Title: Drilling Engineer Current Company: Carigali-PTTEPI Operating Company

I work for Carigali-PTTEPI Operating Company (CPOC), a joint venture between PETRONAS, Malaysia's fully integrated oil and gas multinational, and PTTEP, the exploration and production arm of Thailand's national energy conglomerate. CPOC is operating gas fields located in the overlapping area between Thailand and Malaysia. As a Malaysia-Thailand joint venture, CPOC has an office in Malaysia and an operational supply base in Thailand; it is regulated by the Malaysia-Thailand joint authority.

Currently, I personally lead our infill and exploration drilling project, which consists of 32 wells. My team includes 30 people, including external technical contractors. Furthermore, I implement drilling performance improvement project and perform drilling engineering design. I am also regularly assigned to represent CPOC to share CPOC drilling practices in shareholder meetings, workshops, and oil and gas workshops. I have 13 years of experience in the oil and gas industry. During this period, I mainly performed drilling engineering, project management, drilling project economics analysis, and performance improvement in multiple countries, including Thailand, Myanmar, Indonesia, and Malaysia.

After working for a long period in drilling, I would like to shift my career to focus more on performance improvement. I target at gaining management knowledge and moving to the position, which I will be involved in operational excellence.

Besides working, I enjoy sports and community services. I normally visit the gym and practice Thai boxing.



# **Margaret Riley**

Nationality: Australian Current Location: Sydney, Australia Current Job Title: Senior Project Manager Current Company: N/A

I studied engineering (at undergraduate and master's levels) at universities in Australia and have worked in local government and at a water utility. Over the past 7 years I have been a senior project manager leading teams which have delivered a range of construction, business improvement and organisational reform projects.

I now look to the Executive Global Master's in Management Programme to offer, as an alternative to the ubiquitous MBA, a stepping stone to realising my career goals by providing a sound theoretical foundation on which to build my work experience. I believe that the diversity in professional backgrounds and global experiences of my classmates along with the international modules will enrich the study experience. Through this course of study I will be challenged and my horizons extended. I hope that the networks established through this programme will persist well beyond our graduation day providing ongoing collaborative problem-solving and support to each other as we meet the particular challenges in our various fields of practice.

Outside of work I am an avid traveller. My goal is to completely fill each passport with exciting destinations – broadening my experiences, meeting interesting people and forming lasting friendships along the way. I also enjoy a good craft and cooking binge every so often – so look out for homemade jams and cards!!



# Lorraine Rivera Torres

Nationality: American Current Location: San Juan, Puerto Rico Current Job Title: Industrial Engineer Current Company: Banco Popular of Puerto Rico

I have a degree in Industrial Engineering from the University of Puerto Rico, Mayagüez campus. As an Industrial Engineer I have had the opportunity to work in various sectors such as: manufacturing, service, and government. Currently, I work for the biggest bank of Puerto Rico, Banco Popular. For the last 6 years I had diverse roles and executed projects in the areas of Mortgage Collections, Mortgage Servicing, Default Management, and Investor Relations. Also, I oversee mortgage's incentive design, key performance indicator development, and process improvement projects. My goal is to manage a crossfunctional group that not only master the project management and process improvement methodologies, but also have the technical and business knowledge to make strategic decisions without forgetting the continuous education in technology and inclusive thinking.

During my leisure time, I enjoy: traveling, road trips, going to the beach and spending time with family and friends.



# Monica Schmiede

Nationality: American, Polish Current Location: New York, USA Current Job Title: Key Account Director Current Company: Informa

I am currently a Key Account Manager at Informa Pharma Intelligence collaborating with biotech companies to bring meaning therapies to patients. I am thrilled to embark on my studies at LSE to hone my finance and business skill set to transition to the private equity sector to focus on funding breakthrough technology and healthcare companies. We are at a turning point in our society where advancements are occurring at an unprecedented I have recognized that it is crucial to have a holistic skill set to contribute in a meaningful way.

My previous academic training includes a Masters in Environmental Policy and German from Rutgers University in NJ with time spent abroad in Konstanz, Germany and Poland. I am an avid master SCUBA diver, free diver, and para-glider pilot in training and thrive when I am out in nature in the mountains or underwater.



# Ulzhan Shonatayeva

Nationality: Kazakh Current Location: Atyrau, Kazakhstan Current Job Title: Group Supervisor, Internal Audit Current Company: Tengizchevroil

I am a corporate finance professional with 10+ years of experience in treasury, management reporting, business planning, decision analysis, audit and compliance, along with process optimization and project management background in Finance department of Tengizchevroil LLP, a joint venture of the oil majors Chevron (50%) and ExxonMobil (25%), Russian energy company LukArco (5%) and the national oil and gas company KazmunaiGas (20%) developing the sixth largest oil field in the world - Tengiz, located in Kazakhstan. I worked in various locations of Chevron, including San Ramon, USA. Currently I am internal audit group supervisor based in Kazakhstan.

Outside of work, I like to run and organized running group in my town. Last year, I ran two half marathons and one full marathon beating my personal best in each following race.

I like to gain a deeper knowledge of managing global organizations and believe that the Executive Global Master's in Management program curriculum fits my career plans.



## Jens Thiemann

Nationality: German Current Location: New York, USA Current Job Title: Portfolio Manager Current Company: GLL Real Estate Partners, member of Macquarie Group

I am a portfolio manager with GLL Real Estate Partners and currently based in New York. I joined GLL in the Munich headquarters back in 2011 as part of a dual study program, combining an academic undergraduate degree with a professional trainee program, and received a Bachelor of Arts degree as the best graduate of my year at the partner university in Freiburg, iba Internationale Berufsakademie.

GLL is the real estate equity investment platform of Macquarie Infrastructure and Real Assets with an employee base that consists of more than 20 nationalities and the 17 offices span four continents, all within a relatively small team of around 120 people worldwide. This global environment started to teach me early on how to deal with different cultures, ways to conduct business in different jurisdictions and regions of the world, and, most importantly, has shown me how rewarding it is to constantly get out of, and as such, expand your own comfort zone in an international context.

I am excited to have been accepted for LSE's EGMiM program, seeking another academic challenge after several years of full time work experience along with the target to gain a broader understanding of general management on top of my real estate specialization. At the same time, thanks to the diversity in locations, cultures, ages, and in professional backgrounds of the class, I look forward to expanding my professional and personal networks.



# Christina V. Tsironi

Nationality: Greek Current Location: Athens, Greece Current Job Title: CEO Current Company: N.P.LYMPERIS S.A.

For the past 18 years I have been working in the health care sector in Athens, Greece. My academic background is in education, media and economics. My most recent project is the independent film production company "mildframe" and the company's magazine that was launched at the Cannes Film Festival. I love cinematography and all aspects of design – opera costumes, stage design, and architecture. I strongly believe that EGMIM's academic approach to management will prove valuable to my personal and professional development.