**Hazem Gamal, Chief Operating Officer**

**Long Form Biography**

In 2018 Hazem took over The SME Forum and focuses most of his efforts there. Since its founding nearly 20 years ago, The Forum has been a growing dynamic community of practitioners from the Asset Management industry who have roles in supporting the Sales, Marketing, Operations and Technology departments of their respective organizations.  The deep degrees of trust in sharing best practices, avoiding pitfalls, and learning from one another are hallmarks of how valuable this community continues to be for each firm and the individual employees.

As one of the original members, he has been a continual driver of the Forum’s growth and maturity since its inception in 2003.   Initially the senior representative for OppenheimerFunds, he grew to be a leader in the development of the CRM Forum, providing guidance, mentorship, facilitation and participation in various aspects of the organization’s events over the years.  Hazem took over ownership and primary responsibilities for running the organization in 2018.  He also continues to provide consulting services to the industry under his Thoth Advisory Services organization.

Prior to the Forum, Hazem spent more than fifteen years at OppenheimerFunds in several different roles, always as a proven change agent to help define and implement appropriate and necessary improvements to propel the business. He worked most closely with the sales and marketing divisions directing their technology needs and adoption, onboarding third-party services, in addition to portfolios such as data management, reporting and analytics, business continuity and disaster recovery, among other responsibilities.

Initially a hotelier, he was soon pulled from his operational responsibilities at Swissotel (then a SwissAir holding) to help lead their management consulting arm where he delivered improvements in guest experiences, employee satisfaction and bottom line margin growth for the hotel owners in the US, China and across Europe in conjunction with consultancies such as McKinsey, Andersen, Boston Consulting Group, and Arthur D Little.

Those early successes to increase revenues, contain costs and align investments for the hotels lead him to Icarus Consulting in Zurich, Switzerland where he helped define and build their business and organizational improvement practices in various industries across Europe and the US including airlines and airport services, food and catering production as well as the hotel industry.

He was recruited by American Express after getting his MBA to help lead their new internal consulting group with specific focus on developing their business process redesign, Six Sigma and knowledge management practices across their middle and large market organizations. His successes there helped position him for the opportunities at OppenheimerFunds.