**CANDIDATES AND RESUMES FOR CONSIDERATION AS APPOINTMENT AS GNSO REPRESENTATIVE EXPERTS TO THE IDN IMPLEMENTATION GUIDELINES WORKING GROUP**

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| Candidates in Alphabetical Order  1. JIAN C. CHANG (ZHANG) 1  2. EDMON CHUNG 3  3. CHRISTIAN DAWSON 4  4. CHRIS DILLON 7  5. KAL FEHER 10  6. DENNIS TAN 12  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** 1. JIAN C. CHANG (ZHANG) KNET Co., Ltd.  Senior Research Fellow  Haidian District, Beijing, China  Born language: Chinese |
| **Education**   * 2008-2013 Doctor of Philosophy, Northern Illinois University, DeKalb, IL, USA. Major: Public Administration and International Relations. * 1999-2002 Master of Arts, Renmin University of China, Beijing, China. Major: Public Management. * 1995-1999 Bachelor of Laws. Southwest University, Chongqing, China. Major: Political Science. |
| **Interest and Specialization**   * Internet Governance * Domain Name Policy Development * E-Government/Governance |
| **Work Experience**   * 05/2014-now: KNET, Senior Research Fellow   Primary contact of the TLD “.网址” (xn—ses554g)  Policy and compliance director  Governmental relation director (focus on Internet regulations)  Representative to Chinese Domain Name Consortium (CDNC)  Design-Team D, CWG on IANA Stewardship Transition   * 08/2011-01/2012: Center for Governmental Studies at Northern Illinois University (NIU), Research Assistant * 08/2008-05/2011: School of Public and Global Affairs at NIU, Research/Teaching Assistant * 07/2003-07/2008 CNNIC, Policy and International Affairs Director, Assistant to Director General of CNNIC   Domain name policy development and advocacy (including China’s IDN ccTLD)  CNNIC’s Representative to ccTLD (been involved in IDN “fast track”)  Research assistant (Domain name and IP address) to Madam Hu, Qiheng, member of Working Group on Internet Governance (WGIG), United Nations  Government and public relations  International cooperation/business development  Secretariat of the Internet Policy & Resources Section of Internet Society of China |
| **Competency**   * Extensive experience on the registration policies of both ccTLD and gTLD * Master Chinese (both traditional and simplified Chinese) and English * Full understanding of the critical aspects of DNS and IDN * Close relationship with Chinese regulatory authorities and the Internet community |
| **Honors and Awards**   * Prestage Cook Award, Southern Political Science Association (2012). * Student member in Phi Beta Delta, Zeta Gamma Chapter, NIU (2011). * Nominated, Outstanding Student Contribution to International Education, Northern Illinois University (2009). * David Gould Scholarship, Section on Int’l and Comparative Administration, ASPA (2009). * Star Employee, CNNIC (2003). * Representative to the 9th Graduate Congress, Renmin University of China (2001). * Excellent Graduate Scholarship, Renmin University of China (2000). * Distinguished Graduate, Southwest University (1999). * Second-rate Scholarship, Southwest University (1997 & 98). * First-rate Scholarship, Southwest University (1996). |

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## 2. EDMON CHUNG

Having been engaged in the IDN operations, policies and development of IDN

since 1999, I believe I have extensive knowledge and expertise in the areas

of DNS, IDNA, registry operations, as well as ICANN policy experience.

Having served on many of the IDN related working groups at ICANN, IETF and

spoken extensively about IDN technologies, operations and policies, I

believe I should be able to contribute my knowledge to serve as a community

expert for the IDN Guidelines review.

In terms of DNS, IDNA and registry operations, I have been a principle

architect for registry systems deployed at various ccTLDs, including .SG,

.BZ, .MO and oversaw the deployment of systems for other TLDs, including

.ASIA.  For IDN operations specifically, I directed the technical

implementations for various ccTLDs as mentioned above, as well as the launch

of IDN for .INFO and the migration of IDN registrations for .ORG (when the

operations were transitioned from Verisign to PIR), and currently the launch

of IDN ccTLD for Macao.  I am familiar with the system demands for the

implementation of IDN tables and their impact on system performance and

other considerations.

Furthermore, having participated at ICANN since 1999 and brought to the

ICANN community because of IDN, I have served on different capacities for

IDN related policy and advisory works.  Including as an elected

representative from the Registrars Constituency to the Presidents IDN

Committee, as an elected representative from the Registries Constituency to

the GNSO Council and also subsequently chairing the Joint ccNSO-GNSO IDN

Working Group and the Joint SSAC and GNSO Internationalized Registration

Data Working Group, and as an elected representative from the APRALO on the

ALAC and as the ALAC IDN Liaison.  Am also currently serving as the Vice

Chair for the Universal Acceptance Steering Group (UASG).

I believe the experience from these engagement will allow me to contribute

to the discussions not only on technical, operational and linguistic aspects

but also its relation to policy development and implementation.

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## 3. CHRISTIAN DAWSON

*Experienced Consensus Builder & Decision Maker*

*Who Can Motivate & Inspire Others To Action*

* **PERSONAL OVERVIEW -**

I have worked in the Internet infrastructure industry since 1998, and have forged relationships with global tech companies throughout the web hosting, cloud and domain name industries. My greatest strengths lie in building alliances, mobilizing contacts and resources, and managing multiple projects across varied stakeholder constituencies.

I recently completed my role as President of cloud innovator ServInt, where I managed a team of nearly 100 employees for over a decade. I have learned to excel at leading both technical and nontechnical staff alike, guiding them both towards the needs of the organization as a whole.

I was elected by my industry peers as Chairman of the Internet infrastructure industry’s trade association, i2Coalition, where I am in my second term. This position has provided me with the opportunity to make substantive impact throughout the industry. I am adept at guiding change as business paradigms have shifted over time.

**-BUSINESS EXPERIENCE-**

**President, ServInt Corp. *8/14-7/15***

*Chief Operating Officer 8/09–8/14*

*Vice President of Sales & Marketing 1/01-8/09*

*Director of Business & Corporate Development 7/99–1/01*

*Marketing and Communications Coordinator 6/98–7/99*

* Set goals and manage strategy for partnerships and collaborations
* Develop and negotiate corporate partnerships and business-to-business relationships
* Guide product development and integration of new products and services
* Oversee corporate Marketing, PR, Product and Business Development
* Set vision for ‘public presence,’ and PR strategy overseeing creation of all external documents
* Provide pipeline management for sales team including, lead generation strategies
* Cultivate grassroots ties to strengthen corporate foothold in targeted communities
* Operate as the ‘public face’ of the organization, its blogger and spokesman
* Maintain role as senior point of contact for all things legal and regulatory
* Oversee tax and inventory management strategies
* Enact budgetary oversight procedures to regularly maximize profitability

**Co-Founder & Board Chairman, i2Coalition *9/12–present***

* Manage fundraising initiatives and make fundraising calls
* Run monthly Board meetings
* Engage in the multi-stakeholder process as i2Coalition’s representative within ICANN
* Speak with media about i2Coalition positions on and off the record
* Engage in public speaking events and panels to showcase the ideas and goals of i2Coalition
* Set priorities and budgets for group as a member of i2Coalition’s Executive Board

**-SKILLS-**

* Developing strategic partnerships
* Planning value-focused revenue programs
* Developing Business Plans, Marketing Plans, Operational Plans and more
* Facilitating networking opportunities
* Grassroots marketing initiatives
* Technical training experience
* Base knowledge of Internet networking technologies including Cisco Systems, OSI model
* Insider’s understanding of explosive gTLD industry
* Experience as prolific blogger and industry thought leader
* Building consensus within the multistakeholder model
* Leading and participating in many working groups

**-PROFESSIONAL AFFILIATIONS-**

**7/2012 - Present Internet Infrastructure Coalition (i2Coalition)**

Chairman of the Board of Directors

Chair of the Best Practices Working Group

**1/2014 - Present London Internet Exchange USA (LINX-USA)**

Board of Advisors

**6/2013 - Present Internet Service Provider & Connectivity Provider Constituency (ISPCP)**

ICANN Constituency Participant in Multi-stakeholder Process

Vice-Chair, Universal Acceptance Steering Group (UASG)

**7/2014 - 7-2015 ServInt Corporation**

Secretary of the Board of Directors

**11/2014 - 7/2015 Messaging, Malware & Mobile Anti Abuse Working Group (M3AAWG)**

Hosting and Cloud Services Working Group Co-Chair

**6/2012 - 7-2014 Coresite**

Executive Board of Advisors

**6/2011 - 6/2012 Save Hosting Coalition Organizer**

**5/2003 - 7/2012 United States Internet Industry Association Chairman, Hosting Council**

**1998 - 2007 The ServInt FreeNet**

Nonprofit Web Services Coordinator and Administrator

**-EDUCATION-**

*Grad. 5/94 The Groton School Groton, MA*

*Grad. 5/98 University of Richmond (BA) Richmond, VA*

Majors: English; Theater; Speech Communication; Leadership\*

*Grad. 8/05 University of Maryland (MBA) College Park, MD*

\**Graduated with a BA from the Jepson School of Leadership, the only non-military undergraduate college of leadership in the US.*

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## 4. CHRIS DILLON

**Education:**

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| **Institution** | **Degree(s) or Diploma(s) obtained** |
| University of London (School of Oriental & African Studies) October 1980 – June 1985 | 1st Class B.A. Honours Japanese |

**Language skills:** Indicate competence on a scale of 1 to 5 (1-excellent; 5 -basic)

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Reading** | **Speaking** | **Writing** |
| English | 1 | 1 | 1 |
| Japanese | 1 | 1 | 1 |
| German | 1 | 2 | 2 |
| Spanish | 2 | 2 | 2 |
| French | 2 | 2 | 2 |
| Korean | 2 | 3 | 4 |
| Chinese | 2 | 3 | 3 |
| Norwegian | 3 | 4 | 4 |
| Russian | 3 | 4 | 4 |
| Urdu | 4 | 4 | 4 |
| Hindi | 4 | 4 | 4 |
| Arabic | 5 | 5 | 4 |
| Thai | 5 | 5 | 4 |

**Other skills** (e.g. computer literacy, etc.)**:** Computer Trainer

**Present position:** Research Associate, University College London

**Years within the firm:**  13

**Key project experience:**

* I am Co-Chair of the Variant Issues Project Latin Generation Panel (see <https://community.icann.org/display/croscomlgrprocedure/Latin+GP>).
* I am Co-Chair of the GNSO Translation & Transliteration of Contact Information Policy Development Project Working Group  
  (see <https://community.icann.org/display/tatcipdp>).
* I am a member of the VIP Chinese Generation Panel (see <https://community.icann.org/display/croscomlgrprocedure/Chinese+Script+GP>).
* I was a member of the JIG (ccNSO/GNSO Joint IDN Working Group)  
  (see <http://ccnso.icann.org/workinggroups/jiwg.htm>).
* I was a member of Project 2.1 (Root IDN Table Process)  
  (see [www.icann.org/en/news/announcements/announcement-3-21mar13-en.htm](http://www.icann.org/en/news/announcements/announcement-3-21mar13-en.htm)).
* I was a member of the Variant Issues Project Chinese Case Study (see https://community.icann.org/display/VIP/ ).
* I was Project Manager of the String Similarity Evaluation Panel during the first round of ICANN’s New gTLD Program.

**Specific international experience:**

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| **Country** | **Date (From / To)** |
| Japan | June 1982 – August 1983 and Oct. 1986 – March 1988 |
| Korea | July – August 1984 and June – Sept. 1986 |
| Germany | March – April 1989 |

**Professional experience record:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date from -**  **Date to** | **Location** | **Company** | **Position** | **Description** |
| January 2002 to 2011 | UK | UCL | Faculty Information Support Officer | Providing IT advice, training and consultancy to language and other humanities departments |
| August 1999 to Dec. 2001 | UK | Wycombe Abbey School | Network Manager | Practical experience of running a large network |
| June 1994 to August 1999 | UK | Daiwa Anglo-Japanese Foundation | Information Librarian | Librarian and webmaster of *Bridge to Japan* |
| April 1993 to May 1994 | UK | (Wrote a book – | see below) | Taught Japanese courses at the School of Oriental & African Studies, University of London. |
| Oct. 1989 to April 1993 | UK | British Library | Librarian and then Head of Japanese Information Service | Heading a commercial business information service on Japan |

**Others (e.g.) publications:**

**Book**

* Japanese for business / Chris Dillon. - [Woodbridge] : Hugo's Language Books, c1995. - Includes 4 cassette tapes. - ISBN 0-85285-240-1

**Websites**

* Bridge to China. - Set up in 2012 as an Open Source Chinese grammar. Grant received 2013 for the development of an Open Source Mandarin course. - [www.bridgetochina.org.uk](http://www.bridgetochina.org.uk)
* Co-author with Margrethe Alexandroni of online Norwegian grammar. - In: Norwegian Wiki. – [www.bridgetonorway.org.uk](http://www.bridgetonorway.org.uk). Set up in 2008.

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## 5. KAL FEHER

*I am currently the Enterprise Architect for AusRegistry and as such I am responsible for the design and implementation of the SRS which services our own and our customers’ TLDs. This includes IDN implementation, for which I am the Subject Matter Expert.*

*My involvement with IDNs spans implementing Arabic, Japanese, Chinese, Korean, Cyrillic and Latin based languages. I am responsible for the design of how language tables will be implemented within our system.*

*I was a responder to the original, informal version of this working group.*

**EMPLOYMENT HISTORY**

March 2011 AusRegistry

Enterprise Architect (Jun 2012)

Role

* Lead Architecture initiatives for internal and external customers
* Develop proof of concept solutions
* Design the technical architecture of AusRegistry’s Shared Registry Service and associate systems.
* Design the process architecture for AusRegistry’s Registry Operations.
* Engage with external stakeholders and customers to ensure solution requirements are established and met.
* Subject Matter Expert on IDN implementation
* Ensure solution and business practice compliance to agreed standards
* Conduct governance review of organisation initiatives
* Lead product specialists and SMEs in developing requirements and in defining domain specific solutions.
* Advise on strategic initiatives to internal and external stakeholders
  + Represent AusRegistry on industry initiative development groups

Senior Domain Name Industry Consultant (Mar 2011 – Jun 2012)

Role

* Design proposed Shared Registry Service in for the purpose of application submission to the ICANN new gTLD program.
* Develop EPP extensions to provide the necessary functionality required to support new gTLD activities.

August 2004 - 2011 Melbourne IT

* Solution Architect, Europe and North America: Melbourne IT DBS Sweden (Dec 2008 – Jan 2011)
* Solution Architect: Architect Group (Sept 2007 – Dec 2008)
* Team Leader: Production Support and Network Services (Aug 2004 - Sep 2007)

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## 6. DENNIS TAN

**Product/Project Management Experience**

**SENIOR PRODUCT MANAGER** 2012 – Present

VERISIGN, INC. Reston, VA

* Serves as a subject matter expert in Internationalized Domain Names (IDN).
* Collaborates with the technical team to define the implementation of IDNA, IDN policies, and language and script tables.
* Volunteers on the Universal Acceptance Steering Group as project coordinator.
* Contributed to the WHOIS review team Internationalized Registration Data Expert working group (2013-2015).
* Defines strategy and product roadmap for IDNs.
* Conducts market research in International markets to inform the IDN strategy for the company.

**PRODUCT MANAGER, MOBILE CONTENT** 2009 – 2012

NII HOLDINGS, INC. Reston, VA

*Promoted following a year of superior project management with recognized talent for forging and sustaining strong international vendor partnerships for this telecom holding enterprise providing NEXTEL service across Mexico, Peru, Brazil, Argentina, and Chile.*

* Executed a highly successful application preload strategy as part of content management responsibilities that generated a 25% content store sales increase—collaborating with first and second-tier applications vendors to create customized demos suitable for wide-ranging mobile devices that served to deliver value to customer while successfully promoting mobile content store.
* Partnered with leading OEMs to develop technologies suitable for diverse Latin American markets—creating multiple strategies to accommodate country-specific requirements while also developing economies of scale to provide a win-win for NII and vendors.
* Significantly streamlined the mobile application purchasing process for Latam customers—teaming with vendors and engineers to simplify billing processes by eliminating several user steps and achieve a 25% forecasted product sales increase.
* As a project manager, delivered mobile content distribution system within scope and on time to NEXTEL’s Latin American customers, maintaining frequent and transparent communications with technology and executive teams at U.S. NII headquarters.

**PROJECT MANAGER** 2007 – 2009

NEXTEL PERU Lima, PERU

*Provided project management leadership throughout high-profile regulatory launch of NEXTEL’s new 3G network in Peru—delivering enhanced capabilities and service to customers of this NII Holdings subsidiary.*

* Served as liaison between U.S. headquarters and Peruvian counterparts, rapidly rolling out 3G network following spectrum acquisition.
* Led complex, cross-functional teams of engineers, operations, technology, finance, and other key stakeholders to define, develop, and implement a product in alignment with requirements—effectively managing timelines and deadlines to deliver a completed project vast in scope within 12 months.
* Promoted within one year following successful tenure as a Broadband Sales Consultant, successfully introducing broadband Internet, a new NEXTEL product offering, into the Peruvian marketplace.

**Additional Project Management Experience**

**PROJECT MANAGER/DEMAND PLANNING MANAGER** 2001 – 2007

TEXTILES SAN SEBASTIAN Lima, PERU

*Performed project and demand planning management, leveraging in-depth ERP system subject-matter expertise for this leading Peruvian textile exporter—transforming executive vision into an operational reality by expanding company’s operating capacity.*

* Applied PM best-practice methodologies along with engineering acumen to identify inefficiencies—streamlining processes to optimize material resource planning, inbound logistics, and inventory control.
* Employed motivational management techniques to lead a diverse team that embraced a data acquisition process simplification that reduced order-to-warehouse cycle times by 30%, as well as enhanced workflow systems that increased fulfillment efficiency by 50%.
* Led the implementation of a textile ERP system—driving the redesign process by building the system to customized specifications and requirements and ensuring seamless rollout with user testing, change management communications, coaching, and training.

**IMPORT AND EXPORT SPECIALIST** 1999 – 2001

MOTOROLA PERU Lima, Peru

*Coordinated with U.S. office to ensure timely delivery of products--requiring in-depth understanding of customs processes, and receiving a “Teaming for Excellence” award for Logistics department process and systems design and development efforts.*

**IT SPECIALIST** 1998 – 1999

COLGATE-PALMOLIVE Lima, PERU

*Managed horizontal distribution process system, partnering with key stakeholders to design a sales system implemented nationwide.*

**Professional Development**

**EDUCATION**

MASTERS OF BUSINESS ADMINISTRATION, *Virginia Tech, EMBA Class 2012*

BACHELORS IN INDUSTRIAL ENGINEERING, *Universidad de Lima*

**TRAINING**

Leadership for Strategic Execution, Converting Strategy into Action, *Stanford University*

Managing Organizational Change, *Harvard University-DCE*

Supply Chain Management, *ESAN, Lima, PERU*

Project Leadership, Management and Communications, *George Washington University and PMI*

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