

Alexander Dickel

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Highly organized and mission-driven professional with over a decade of leadership experience in program administration, training, finance, and operational logistics. Expertise includes end-to-end management of complex educational programs, administrative oversight (scheduling, registration, budgeting), and providing exceptional customer service to diverse audiences. Master's in Education from Harvard, with specialized training in experiential learning and leadership in educational organizations. Committed to fostering community and operational excellence in support community development and the arts.

EDUCATION

Harvard University, Graduate School of Education Master of Education	Cambridge, MA May 2025
American University, School of International Service Bachelor of Arts, International Studies & United States Foreign Policy	Washington, DC May 2015
Defense Language Institute and Foreign Language Center Chinese Mandarin	Monterey, CA June 2017

RELEVANT EXPERIENCE

Rotterdam School of Management (RSM)	Rotterdam, Netherlands
<u>Associate Director, MBA Programmes and Change Initiatives</u>	June 2023 – June 2024
<ul style="list-style-type: none">Managed and led cross-functional faculty teams to implement innovative learning content and delivery methods, including game-based learning, which measurably increased student satisfaction, retention, and performance.Led a comprehensive redesign of the Full-Time MBA curriculum, applying principles of adult learning and instructional design to restructure the academic calendar, learning objectives, and student journey.Directed and managed all operational and administrative aspects of the MBA program, overseeing a team of six full-time staff and two student assistants. Fostered their professional development and ensured seamless daily operations for the entire program.Initiated and implemented a major change management initiative to improve team workflows, developing and delivering training sessions that resulted in a more efficient and collaborative work environment.Functioned as the primary liaison on all education policy and compliance matters between the MBA program, the registrar, and school leadership, and Diversity and Equity office, ensuring proactive management and compliance with both school and government policy.Appointed as the voting member on the MBA programme council to safeguard academic quality and act as the primary escalation point for all student and faculty matters. Cultivated key interdepartmental relationships to ensure program delivery was aligned with institutional goals.Conducted and analysed research using surveys and focus groups to inform the content strategy and development of new learning programs.	

<u>Programme Development Manager, MBA Programmes</u>	March 2022 – June 2023
<ul style="list-style-type: none">Led the planning and execution of a comprehensive academic program. Implemented digital learning innovations, including game- and simulation-based learning, to enhance educational content and delivery methods. This initiative resulted in a measurable improvement in student evaluations.Successfully planned, managed, and executed multiple key projects, delivering measurable value to external corporate partners and demonstrating consistent achievement of program goals.Implemented strategic process improvements and redesigned evaluation methods that resulted in enhanced faculty collaboration, program cohesion, and increased operational efficiency.Served as a primary point of contact for diverse internal and external stakeholders, ensuring clear and effective communication channels and fostering productive relationships to support program success.	

GCI Communication Corp.
Project Manager – Product Team

Anchorage, Alaska
June 2020 – July 2021

- Planned and maintained project budgets in excess of \$10 million for up to 18 concurrent projects: effective resource management and prioritization across projects ensured on-time and under-budget completion of 90% of assigned projects.
- Led effort for the project management office to bring all projects within regulatory and internal compliance requirements through monitoring of project processes, identification of non-compliance, and recommendation of process changes.
- Developed and cultivated lucrative relationships with B2B customers and suppliers, internal business units, product managers, and executive leadership teams, through effective communication, organization, and presentation skills.

United States Army

Joint Base Elmendorf-Richardson, Alaska

Language Programme / Project Manager – 4/25 Infantry Brigade Combat Team April 2017 – June 2020

- Built and led the development and implementation of a scalable, digital-first language learning platform that became the cornerstone for advanced cultural and language education. The program leveraged a variety of technology tools and media, including game-based learning, to provide a dynamic learning environment for over 150 language personnel annually, directly contributing to mission readiness and strategic objectives.
- Pioneered a data-driven approach to budgeting, training, and evaluation that not only surpassed Army requirements but also resulted in a 24% cost reduction per linguist over two years while maintaining a 100% certification pass rate.
- Orchestrated and secured an increase in the annual language training budget from \$21,000 to over \$158,000, which provided the financial resources to maximize training opportunities and integrate new educational technologies.

Training Supervisor (Squad Leader) – 4/25 Infantry Brigade Combat Team April 2017 – June 2020

- Directed a team of 15 soldiers in a high-stakes, operational environment, managing all aspects of training, professional development, and daily workflow to ensure mission success.
- Pioneered a Quality Control process for sensitive intelligence reports, leveraging advanced technical tools and quantitative models to decrease report dissemination time by 50% over six months, improving operational efficiency across the command.
- Managed and analysed large sets of communications and signals intelligence data, utilizing advanced technical tools and quantitative models to identify actionable intelligence and combat national security threats.
- Oversaw field operations and mission-critical support in high-pressure environments, while also leading specialized technical analysis from a secure facility

Monterey, California

Team Leader; Crypto Linguist – 229th Military Intelligence Battalion August 2015 – March 2017

- Trained in collection, translation and analysis of Chinese defence and intelligence information.
- Directly supervise six soldiers ensuing effective training and mission success in various environments.

SKILLS AND CERTIFICATIONS

Languages:

- German – Native speaker
- Mandarin Chinese – Intermediate
- Dutch – Intermediate

Certifications:

- Project Management Professional (PMP) certification
