

September 9th, 2020

To Whom It May Concern,

Re: Abu Maiyaki

Abu Maiyaki has been employed and working for BMO as a Program Manager within the Portfolio Technology Services organization. Abu was instrumental in our transformation from a platform centric organization to an end to end Portfolio Aligned Support organization. We aligned our IT Operations organization to our CIO organization enabling us to have a dedicated focus on their business resulting in a more effective and efficient support model.

Abu is not just a program manager but an experienced resource on organizational transformation. The organizational change management involved in a transformation of this magnitude was significant. Abu's experience and knowledge helped us dramatically simplify and improve the end-to-end approach, alignment, and efficiency of our model. His experience managing large complex transformations and his thought leadership ensured we were successful at meeting the expectations of not only the executive team but also and more importantly the employees who were impacted by this transformation. There were many sessions Abu lead with our teams ensuring there was continued communication and explanations as to why we had to change. Conversations that were often met with resistance.

Abu's knowledge and expertise on Organizational transformation runs deep, it is evident that Abu has the expertise to support large and very complex organizational change. I would highly recommend Abu Maiyaki and Decision by Design.

Regards,

P. Keeton-Curtis