

Customer Experience & Expectation 4.0 – The Customer-led Journey Redefined



Jean-Michel FELIX

Chief Executive Officer
MCB Consulting



With more than 26 years' **people-process-technology-strategy consulting** experience, Jean-Michel FELIX has gradually garnered diverse industry and functional expertise in strategic thinking and implementation, audit, advisory and consulting experience, in Mauritius and abroad.

An **ACCA Fellow**, a **Certified Internal Auditor (CIA)**, an **ISACA-certified** Risk and Information Systems Control (CRISC qualification) professional, Jean-Michel was a **Senior Manager** with De Chazal Du Mee DCDM (now known as BDO) for 10 years, **Managing Director** of Finlease Co Ltd where he drove the company to **number one** in the Mauritian market place, then **Head of Group Internal Audit, Group Compliance and Anti-Money Laundering and Fraud** Business Units where - in parallel - he took over a challenging Core Banking System implementation, completed **on time** and delivered **sustainable business benefits for the local banking operations of MCB**.

Having set up the **Group Project Management Office (GPMO)** to drive strategically important projects to successful business outcome, Jean-Michel levelled up the GPMO and corporatised it into **MCB Consulting Services Ltd (MCBC)**. As the founding CEO of MCBC, he has over the **past 78 months led more than 500 successful diverse overseas assignments in 37 countries**.

He is also the brain father of MCB Institute of Finance (MCB IF), a company positioning itself as both a generic curator with a marquee line of specialisation in banking and finance, which offers an interesting combination of in-class and on-line courses through carefully selected partners.

Industry 4.0 Expert, Digitalisation Expert, African Business-TOM-Technology Expert (clients in 37 countries)