Curriculum Vitae

November 23, 2010

Name: Mr. Eiichiro Mandai

Founder of ODR Room Network INC.
Established April 2008
http://www.odr-room.com/

Providing technologies for ODR platform and researching services company.

ODR (Online Dispute Resolution) Room Network is established to contribute for dispute resolution by providing technologies and services. One of trigger was that the long-term arbitration with a foreign country made assure its necessity and effectiveness of ODR. The globalization definitely increase international dispute with distant country. Avoiding risk and to keep safe an important personal for company or country is really important issue as well as saving cost and time to move for dispute resolution. ODR should be more used on a situation broadband infrastructure are developed.

[Employment and concurrently serve]

- Senior Researcher (concurrently serve as)

>EC Network (Online ADR provider and researching)

>April 2009 – Present (1 year and 11months)

- Operating Officer and General manager (concurrently serve as)

>TradeSafe, Inc. (Trust Mark Provider)

>May 2008 – November 2008 (7 months)

- Board of Director

>Link Manage Corp.

>ASP service and support for E-commerce industry

>September 2004 – March 2008 (3 years 7 months)

- Division manager

>Nippon SystemWare Corp.

>Public Company; Information Technology and Services industry

>April 1981 – March 2008 (27 years)

[Experiences]

I have been served for <u>Business Development in Israel</u> during 1996-2004 as a Division manager, **Multimedia business** division, to researching and developing business relations with several companies, in NSW. The Achievements were successions to penetrate and implement products and technologies into Japanese market, such as video conferencing system, multi-media database, and designing software, simulation software.

When NSW invested to Link Manage Corp, **E-commerce** platform provider, I was nominated as <u>a board of director for Business Planning, Financing management.</u> When NSW decided to merge the company, I resigned to establish an own company.

After establishing ODR Room Network, I am serving in mainly <u>research and evangelistic part for **Online Dispute Resolution**</u>. In 2008, as a researcher of EC Network, I was acting for Ministry of Economy, Trade and Industry for learning foreign situation, and attend ERIA (Economic Research Institute for Asia and East Asia) project until 2009, contributing to <u>drive a pilot project named "ICA-Net"</u> which is the complaint handling platform for cross boarder **dispute on e-commerce**.

"ODR" is not so mature yet. Some conferences have been held around the world. "United Nation ODR Forum" has been held since 2003. I have attended the forum in 2008 in Canada, and I had a chance to <u>introduce the "ICA-Net" in Israel</u> in 2009. While EU launched "ECC-Net" for cross boarder complaint handling in EU, though "ICA-Net" is a pilot but it showed efficiency, US proposed "OAS-ODR" are approved as working group in UNCITRAL. I participated the first preliminary conference in Vancouver in 2010 to introduce "ICA-Net" experience again.

Also I have been participating in several international activities, such as "ATA annual meeting in Taipei, 2008", "ATA meeting in Singapore, 2009", "ATA annual meeting in Tokyo, 2010" as a facilitator, "Visiting Massachusetts-Bar-Association in 2008".

Photo by Bill Archambeault

The MBA's ADR Committee hosted, from left: Eiichiro Mandai, who is preparing a recommendation for the Japanese government about online dispute resolution, and Daewon Choi, a policy chief at the United Nation's Economic and Social Commission for Asia and the Pacific in Bangkok, and Ethan Katsh, of UMass-Amherst's National Center for Technology and Dispute Resolution.

[Education]

Rikkyo University (St. Paul's University, Japan)
Economics
1977 – 1981

[Other information]

Link Manage Corp. *w*as providing ASP service for e-commerce business, named "CREOSS" from 1997 to 2008. Link manage had got fund from Nippon systemware (NSW) and I was nominated as a Director for the company from NSW. The company was merged into NSW at 2008.

Nippon systemware (NSW) Since its establishment in 1966, responding to the demands of the times, NSW has expanded its business from software development to device development, system integration services, and cloud services that principally focus on data center services.