



Consulting Professional #69

Project Manager & Sr Business Architect

Consulting Professional #69 is a highly sought-after business consultant, having served the telecommunications industry in a consulting capacity for over 16 years. Their experience is extensive, and includes implementing and managing project management offices, implementing business systems to manage work force dispatch, technician time reporting, and plant cost results budgeting, designing and delivering numerous customized training programs, conducting software testing, and developing methods and procedures and technical documentation.

This consultant's project management and business architecture skills have benefited some of North America's leading telecommunications service providers such as Ameritech, USWest, ALLTEL, Cincinnati Bell, GTE, NYNEX, AT&T, and Bell Canada. They have strong organizational and communication skills, a keen eye for details, and demonstrable talent for process design and documentation, all of which were utilized on two separate engagements with two major U.S. Telcos for the business design and implementation of the Universal Dispatch System (UDS). This system utilized the Itronix hand-held terminal system interfacing with the UDS for the electronic dispatch of technicians and subsequent electronic updates from technicians to various OSSs. In addition to developing the business processes for these installations, this consultant designed and conducted pilot training for the technicians and their supervisors.

This individual has also consulted on NYNEX's company-wide plant cost results budgeting methodology utilizing the FACTS system, which included developing and implementing the training program for general managers and, subsequently providing on-site financial budgeting and software consulting support to these general managers. This telecom professional also designed customized FACTS training for a major independent US telco and conducted numerous training sessions at various U.S. locations.

More recently, they have consulted with USWest for the design and implementation of the first statistical time reporting system for technicians in the United States. This system captured and verified the regulated and deregulated activities of Installation & Repair, cable and special services technicians. These projects included software testing, developing business process methods and procedures, system and operations documentation, technician and supervisor training, and working with the client to obtain FCC approval for implementation. Subsequently, this SME consulted with a major Midwest telco to implement and obtain FCC approval for this system.

This particular candidate is a consummate professional who thrives in a team environment. Their work ethic, enthusiasm, tenacity, and positive attitude help to distinguish them in the consulting field. A citizen of the United States, this individual reports out of our MacLean, Virginia office.

Core Competencies:

- ◆ Program Management / 4-TAE Methodology
- ◆ Program Management Office Infrastructure
- ◆ Business Architecture / Strategic Planning
- ◆ Organizational Change Management
- ◆ Systems Integration / Vendor Management
- ◆ 15+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Workflow / Workforce Management
- ◆ Finance / Decision Support
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

Telecom Market Experience:

	USA	CANADA
ILEC/RBOC/PPT	☒	☒
CLEC		☒
IXC	☒	☒
CAP	☒	☒
CABLE	☒	☒

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Technology Experience:

- ◆ Operational Support Systems: P5300 Plant Cost Results, Technician Statistical Time Reporting, Technician Access Systems, Universal Dispatch Systems
- ◆ Desktop Applications: MS Office, MS Project, Project Workbench, Netscape, Lotus Notes, Visio, PageMaker
- ◆ Programming Languages: SQL, DCL
- ◆ Databases: MS Access, DB2
- ◆ Hardware Environments: IBM3090, VAX
- ◆ Operating Systems: Windows, Mac/OS, MS-DOS, VMS

Academic and Industry Accreditation:

- ◆ Bachelor of Arts, University of Illinois, Chicago, IL, 1973