



Consulting Professional #45

Partner - Dedicated Client Accounts

Consulting Professional #45 is a proven leader in the telecommunications field with over 24 years of industry success to their credit. This individual is a top-rate business analyst who has delivered solutions for Work Force Management Systems all around the globe, and their impressive client list includes: Bell Canada, Belgacom, TeleDanmark, France Telecom, Deutsche Telekom, AllTel, BellSouth, AT&T Canada (formerly Unitel), and Cincinatti Bell.

This expert began their career as an Installation and Repair technician at Bell Canada. They quickly progressed through a number of assignments such as Control Center Manager, Business Office Manager, Budget and Results Manager, Manager of Special Projects, and Section Manager. After leaving Bell, this individual's first consulting engagement was with their first employer in the role of Project Manager for the installation of the Installation Force Management System (IFMS) in the Quebec and Ontario Regions. Their work included defining the operational methods and procedures, user support, translation, and user training. The project also resulted in a reduction of Workforce Control Centers from 27 to 9 due to the implementation of new operating processes.

They further utilized their Subject Matter Expertise in Workforce Management Systems (WMS) in subsequent assignments with BellSouth, Cincinatti Bell, Alltel, and Unitel, where they re-engineered the Workforce Management operational methods and procedures. This SME also trained several project teams on how to define WMS requirements, and acted as the liaison between the clients and the vendors.

On their next assignment with Belgacom, this WMS expert led the re-engineering of operational methods and procedures in Workforce Management and service provisioning. They facilitated workshops for the analysis of the WMS needs and justification, and were responsible for all contact with the vendors, the Belgacom purchasing group, and its General Managers. They also conducted in-depth analyses of the leading WMS in the market - Actiview (Lucent), MDSI, and the BellCore WMS, and wrote the RFP.

More recently, this candidate led the teams involved in delivering an iterative solution for Self-Serve Centrex Provisioning at Bell Canada. They created and maintained the Statement of Work while co-coordinating all the business steps required to deliver the solution: contractual agreement, business analysis, project plans, documentation, and training. On this latest assignment, this telecom professional completed the installation and implementation of the selected WMS at Belgacom. As with all of their work, this consultant's contribution to leading the implementation has been exemplary.

This business analyst is the industry expert in Workforce Management Systems. They have an in-depth knowledge of the leading solutions available in the marketplace, and have years of experience in defining requirements, developing support processes, and implementing WMS solutions. A Canadian citizen who resides in Montreal, this candidate reports out of our Toronto headquarters.

Core Competencies:

- ◆ Program Management / 4-TAÉ Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Budget & Results / Operations Mgt.
- ◆ Marketing / New Product Implementation
- ◆ Training Development & Delivery
- ◆ 20+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Network Operations / Maintenance / Engineering
- ◆ Workflow / Workforce Management
- ◆ Finance / Decision Support

Telecom Market Experience:



ILEC/RBOC/PPT

CLEC

IXC

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E, GTD5
- ◆ Operational Support Systems: CAS, CALRS, PAIRS, P5300 Plant Cost Results, IFMS, BCRIS
- ◆ Desktop Applications: MS Office, MS Outlook, Lotus Notes, MacDraw, PcXware, Telnet
- ◆ Programming Languages: SQL
- ◆ Hardware Environments: IBM3090, VAX, Unix
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows, MS-DOS, VMS, Mac/OS, Unix

Academic and Industry Accreditation:

- ◆ Bachelor of Education, University of Montreal, Montreal, Canada
- ◆ Bachelor of Arts, University of Montreal, Montreal, Canada
- ◆ Certificate in Business Administration, University of Quebec, Quebec City, Canada

Other Distinguishing Attributes:

- ◆ Fluently Bi-lingual in French/English