



## Consulting Professional #46

Project Manager & Sr. Business Architect

Consulting Professional #46 is a telecom professional with over 20 years of industry experience. Their background includes Marketing, Product Development, Billing, and Information Systems Research and Management. They possess a unique blend of marketing savvy, project management, and e-commerce/information system strengths that have served them admirably throughout their career, and make them highly sought after by our clients.

After succeeding in a variety of management positions at Bell Canada, including graphic artist and design manager, production service control manager, and systems development and methods manager, this consultant led the development and launch of an electronic competitive intelligence information database, for which they were recognized with the highly prestigious Andrew McMahon Award in 1992. During the next couple of years, this candidate utilized their excellent business vision and process engineering talents at the Stentor Resource Centre (SRC), where they implemented important changes at this start-up company which reduced operating costs by more than \$6 million while improving internal communications and distribution of information.

As a result of their contributions at the SRC, this expert was tasked with conducting an operational review of the Prepaid Card Centre. They achieved the stated objectives of finding economical and creative alternatives to current practices by outsourcing fulfillment processes, creating fulfillment loadings, automating, and documenting all key operational processes. The end result saw significant improvements in delivery processes at significantly reduced operating costs. This individual also project managed the creation and launch of the Canada World™ Calling Service. The scope of responsibilities included creation, staffing and training of a support centre, production of collateral materials, development and management of all International Operator Handled agreements of service, and establishing the strategy and rates for the service.

More recently, this consulting professional has been responsible for managing all Foreign Administration's agreements for Operator processed Collect and Card Acceptance for inbound and outbound calling at Bell Canada. Their strong organization and team leadership skills have helped them to implement important process changes such as Exchange of Record processes, Internet Solution of Exchange, and various reporting and validation of billing processes. The net result has been improvements in the quality of bill records to the National billing companies, and improvements to operational metrics, highlighted by a recuperating of over \$4 million in revenue from lost bill records in the Philippines.

This consultant's experience in developing and managing agreements with foreign carriers, project managing the introduction of important new telecom services, and understanding and proven track record in implementing process improvements, have combined to make them a desirable commodity with our client base. Add to that a dynamic personality, strong leadership, and tireless work ethic and one can appreciate why this individual is in such high demand by our clients. A Canadian citizen with dual citizenship in the U.K., this candidate reports out of our Toronto headquarters.

### Core Competencies:

- ♦ Program Management / 4-TAÉ Methodology
- ♦ Business Architecture / Strategic Planning
- ♦ Systems Integration / Vendor Management
- ♦ Marketing / New Product Implementation
- ♦ 20+ years Telecom Subject Matter Expertise

### Telecom Industry Disciplines:

- ♦ Customer Care / Call Center / Billing
- ♦ Marketing / Business Planning

### 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, Visio, MS Project, Netscape, RUMBA, Crystal Reports
- ♦ Programming Languages: SQL
- ♦ Databases: Informix, DB2, DCL, MS Access
- ♦ Hardware Environments: IBM3090, VAX, UNIX
- ♦ Communications Protocols: TCP/IP
- ♦ Operating Systems: Windows, MS-DOS, VMS

### Academic and Industry Accreditation:

- ♦ Marketing and Business Administration Courses, York University, Toronto, Canada
- ♦ Recent graduate of the Forum for International Trade Training (FITT)
- ♦ Certified International Trade Professional (CITP), 1999

### Other Distinguishing Attributes:

- ♦ Recipient of various citations and recognitions awards from: Bell Canada, Stentor, Telephone Pioneers of America