



Consulting Professional #29

Project Manager & Sr. Business Architect

Consulting Professional #29 has utilized their engineering training and expertise in a variety of assignments during 25+ years in the telecommunications industry. They have demonstrated excellence in Business Case development, strategic positioning of emerging technologies in both a sales and customer service applications, needs analysis, process mapping, project management, and training. This consultant has applied their skills in Call Centre environments, in addition to Bell Canada's Signature Accounts support teams, and in Network Technology.

Early in their career, this expert was a consultant for Nortel on the installation and management of a packet switching network for the German Bundespost. They led and trained the transition team, developed the customer accreditation process, and provided technical and programming support. With the opening up of competition in Canada, this individual was tasked with leading a team to evaluate Local Services Competition, while having project management responsibilities for technology planning and evolution of Bell Canada's services and networks.

As a Process Prime at the Stentor Resource Centre this candidate prepared the Telework business case, determined the solution components, developed forecasting models, and designed all sales processes. They next applied their experience and knowledge as an Associate Director with Stentor Phone Power. In this role, they were responsible for managing the development of programs in the application of leading edge technologies in call centres, including solution selling, Computer Telephony Integration (CTI) e-commerce, the web-enabled call centre, e-mail strategies and related integrated marketing strategies. One highlight of this consultant's tenure there was their work in designing, developing and delivering a training course on Call Centre Technology to telephone companies across Canada, with the focus of the program on CTI.

Most recently, as Associate Director - Customer Care Project Implementation at Bell Canada, they led the research, introduction and implementation of a call centre specific performance improvement certification program (COPC-2000). This candidate's vision and business acumen in engineering this certification for the trial center resulted in its adoption by Bell's (2,000+ agents) Ontario Consumer Call Centre. To make this certification a reality they built a solid business case and effectively sold the concept to senior management. They selected the vendor, negotiated all contracts, and secured all necessary funding and resources. This individual also organized all required training, developed and implemented a detailed project plan, and through process mapping and analysis of productivity and efficiency metrics developed call centre performance improvement solutions. In addition to this, they developed the Bell Canada Gateways call centre Internet strategy, which provided clear direction for the integration of permission marketing, e-commerce, and focused business-to-business relationships.

This consulting candidate's marketing savvy, business planning acumen, and strong project management skills, combined with their leadership, communication skills and work ethic have combined to make them a highly respected business architect and project manager. As such, they are in high demand by our clients. A Canadian citizen, this consulting professional reports out of our Toronto headquarters.

Core Competencies:

- ◆ Program Management / 4-TAÉ Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Training Development and Delivery
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Network Operations / Maintenance / Engineering
- ◆ Regulatory / Audits

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:

- ◆ Bachelor of Engineering (Electronics), McGill University, Montreal, Canada
- ◆ Engineering Economics, University of Iowa, Iowa, USA
- ◆ Registered as a COPC-2000 auditor

Other Distinguishing Attributes:

- ◆ A multitude of training courses in Project Management, Process Mapping, Internet Marketing, Computer Telephony Integration, Call Centre Fundamentals, International Marketing, TCP/IP Networks, and Broadband and Wireless Communications