



# Consulting Professional #14

## Program Manager & Sr. Business Architect

Consulting Professional #14 is an accomplished senior manager in the telecommunications field, with over 16 years of distinguished industry service. Their strengths lie in operational and financial management, and in developing analysis and reporting processes and tools that enable organizations to leverage their resources, both financial and human, in a cost-effective and high-quality manner. They are especially proficient at working with diverse interests to drive successful completions of cross-functional projects, while understanding and balancing the varied and urgent needs of the various parties.

This consultant's telecom career began at Bell Canada, where they were a key member of the Stentor project to place the first run of toll fibre optic cable across Ontario. They developed tools for tracking right-of-way acquisition, and they interfaced with municipal and government officials to successfully implement this large-scale construction initiative. On completion of this work, they moved to a budget and results organization, where they managed the resource and financial planning and reporting for Bell's Ontario outside plant workforce. Their work at Bell also included experience in purchasing, technology development, and local engineering.

This candidate spent five years at AT&T Canada. They initially provided expense and resource management to the network services organization while managing a budget of \$125M and headcount of 1,900. Following that, they took on a process management role, working primarily with the access organization where they were a member of all four company product teams. This individual was later responsible for managing the national voice network, implementing network builds, providing capacity/quality management and a high level of financial control over \$100M annually in network leases and contribution costs.

This expert's most recent experience was at ADC Software Systems Division (formerly Saville Systems), as a VP in their consulting services organization. They were instrumental in working with the Sales organization to build processes to track sales pipeline activity, and to provide processes and planning information to ensure that sufficient consulting capacity was available to support new engagements. They led the development of a database tool that enabled the tracking of assignments for all consulting and development staff globally, assessing availability, and providing inputs to financial planning processes. Recently they were responsible for the development of a partner program for the consulting organization, involving contract negotiations and process development to support successful joint and partner-led projects.

At SSD, this consultant was responsible for the implementation of PeopleSoft Projects, the project financial module, and was responsible for implementation, process development, conversion, training, and ongoing support of the application used by 1,400 staff worldwide. They also represented the needs of the consulting organization through the implementation of the full HR and financial suite for PeopleSoft over 2 years, including the development of a custom time reporting tool, linked to HR and Projects. This role demanded considerable cross-functional work, with very close liaisons with the Finance, HR and IT organizations, to ensure successful cutover and ongoing value of the application.

As a telecom expert in financial and resource management, this candidate can provide expertise in planning and operational roles. They are a highly productive contributor to teams, who works effectively cross-functionally and with vendors and customers. This consultant is a Canadian citizen, and reports out of our Toronto, Canada headquarters.

### Core Competencies:

- ◆ Program Management / 4-TAE Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Organizational Change Management
- ◆ Systems Integration / Vendor Management
- ◆ Budget & Results / Operations Management
- ◆ Marketing / New Product Implementation
- ◆ Training Development and Delivery
- ◆ 16+ years Telecom Subject Matter Expertise

### Telecom Industry Disciplines:

- ◆ Service Activation / Order Management
- ◆ Workflow / Workforce Management
- ◆ Network Operations / Maintenance / Engineering
- ◆ Marketing / Business Planning
- ◆ Finance / Decision Support
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

### Telecom Market Experience:



ILEC/RBOC/PPT

IXC

### Technology Experience:

- ◆ CO Switch Platforms: DMS-250, 4E, 5E
- ◆ Client/Server Applications: PeopleSoft
- ◆ Desktop Applications: MS Office Suite, MS Project, MS Outlook, ABC FlowCharter, Lotus Notes, Visio, Crystal Reports
- ◆ Databases: MS Access
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: MS Windows, MS-DOS

### Academic and Industry Accreditation:

- ◆ Bachelor of Applied Science (Civil Engineering) Honours, University of Toronto, Toronto, Canada, 1985
- ◆ Masters of Business Administration, University of Toronto, Toronto, Canada, 1992
- ◆ Ivey Executive Program, University of Western Ontario, London, Canada, 1999

### Other Distinguishing Characteristics:

- ◆ Professional Engineer since 1987
- ◆ Member of Canadian Women in Communications