



Consulting Professional #84

Project Manager & Sr. Business Architect

Consulting Professional #84 is an accomplished project manager with 25 years of ILEC and CLEC experience. They have worked in the local and long distance arenas for both voice and data services, primarily in an Operations and Field Operations role. Core strengths include their attention to detail, multi-tasking capabilities, vision, and leadership.

This consultant attributes their excellence in project management to their background in Operations, where they started out as a PBX technician. As a manager of field operations, they were in charge of a team of 17 voice and data specialists, and they developed the Customer Courtesy Program as a member of the Process Improvement Team. In their next role of Control Center Manager this individual managed all residential and business installations and repairs, and implemented several process improvement plans that resulted in reduced turnaround time and higher levels of customer satisfaction. They also developed first-ever contingency plans for the Center to deal with a myriad of possible emergency situations.

This consulting candidate put their technical grounding and process orientation to good use at MCI, where, as an important member of the Test Team, they managed the testing for new switches being implemented in the company's Local Service product rollout across the U.S. As the Alpha Program Manager at MCI, this professional coordinated the execution of many test plans, assisted in the process development for new products and services, and developed budgets for the Alpha Test Team. They also did a commendable job in documenting non-compliance by MCI's competitors, which helped the company immeasurably in hearings with the FCC.

Most recently, this telecom expert has introduced a standard set of Project Management tools that their consulting agency utilizes successfully in their client engagements. They have also project managed various projects with budgets up to \$50 million, most notably a Call Centre installation, from scratch, in Alpharetta, Georgia.

In addition to people management, process development, and project management experience and expertise this consultant has developed and delivered numerous training courses for both products and processes. Their personable nature, strong work ethic, and willingness to teach others have endeared them to all co-workers and clients. A resident of Reston, Virginia, this candidate reports out of our Toronto, Canada headquarters.

Core Competencies:

- ◆ Project Management / 4-TAE Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Budget & Results / Operations Management
- ◆ Marketing / New Product Implementation
- ◆ Training Development and Delivery
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

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

Telecom Market Experience:

	USA	CANADA
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ILEC/RBOC/PPT

IXC

Technology Experience:

- ◆ Desktop Applications: MS Office, MS Project, Visio
- ◆ Databases: MS Access
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: MS Windows, MS-DOS

Academic and Industry Accreditation:

- ◆ PC Proficiency Program, Mohawk College of Applied Arts, Hamilton, Ontario, Canada
- ◆ Various courses, including: Earned Value and Risk Management, Information Mapping, and Emergency Operations Planning