



Consulting Professional #89

Telecom Prophet & Senior Business Architect

Consulting Professional #89 is a senior telecommunications expert with over 25 years of analytical and management experience in the telecom industry. Their strong record of success, during a career at **Bell Canada** and in their consulting work, spans many facets in the operation of a phone company: budget and results, engineering, construction (outside plant and network builds), network operations, and systems development. This consultant is a talented team leader who can also role up their sleeves with the best of them to bring projects to a quick and successful completion.

During their consulting career, this individual has helped many notable carriers, such as: **MCI, AT&T, Rogers, MetroNet, AT&T Canada, and Sprint Canada**. For MCI and AT&T, they developed competitive positions and responses for submission to US State Commissions on recurring cost proposals by the telcos, and ultimately worked on creating a Recurring Cost Model to be utilized by MCI and AT&T throughout the U.S. in all Local Competition cases. For Rogers, they led a team of consultants in developing the client's Local business strategy, milestones, and costs to establish Rogers in the Local Access business in Canada. They also worked on the Integration Team to merge RTI and MetroNet, specifically in the Network Planning and Engineering areas, and they represented the Engineering user community in the selection, planning, and implementation of a replacement database for their network design and inventory tools, Facil and NEAD.

During their career at Bell Canada this expert led the conversion of the Technology and Network organization's financial processes from the traditional trended budget to Activity Based Cost value transfers. This conversion resulted in vastly improved analysis and decision-making of the business unit's costs. On another project, they implemented "ValueBell", a modeling tool that assessed shareholder value based on Capital and Expense investments, and Service.

At MetroNet and AT&T Canada, this professional utilized their experience, knowledge, and analytical talents to effectuate numerous changes and improvements in the Local Access Co-locations and POP sites across Canada. They integrated network capacity and provisioning plans and processes between the two companies after their merger, and supported the transition of engineering databases into AT&T Canada's FARS (Facility Assignment & Record System) OSS.

Most recently, this candidate has completed an end-to-end assessment of the service order and delivery chain at Sprint Canada, complete with recommendations at both the strategic and tactical level, which, if implemented, would result in significant cost savings (\$15m+). Additionally, the recommendations call for new business processes that streamline operations within 2 departments and vastly improve the handoffs between them, while positioning the company to gain maximum benefit from a planned Facilities Management implementation.

This consultant's experience and expertise are highly prized by a variety of telecom companies. Their general knowledge and specific subject matter expertise combined with their contributions to the competitive, deregulated market make them a highly sought-after individual. Consulting Professional #89 is a Canadian citizen who 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
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

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

Telecom Market Experience:

	CANADA	USA
ILEC/RBOC/PPT	☒	
CLEC	☒	☒
IXC	☒	
CAP	☒	

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250
- ◆ Network Platforms: Nortel - Access Node and SONET Transport Systems
- ◆ Operational Support Systems: PAIRS, P5300 Plant Cost Results, CALRS, ICMS, IBIS, FARS, IMAP, OPPprogress
- ◆ Desktop Applications: MS Office, Outlook, MS Project, Netscape, Visio
- ◆ Databases: MS Access
- ◆ Operating Systems: Windows/NT, MS-DOS

Academic and Industry Accreditation:

- ◆ B.A. Sc. (Mech. Eng.), University of Ottawa, Ottawa, Canada, 1971
- ◆ Quality - Covey, Joiner, QAT, Front Line Leadership
- ◆ Numerous Bell Canada Technical and Leadership Courses and Seminars

Other Distinguishing Attributes:

- ◆ Member - Professional Engineers of Ontario