



Consulting Professional #88

Solution Practioner - Dedicated Client Services

Consulting Professional #88 is a proven telecommunications subject matter expert with over 25 years of industry experience. They have excelled in consulting to numerous telephone companies across North America in Analyst and Product Expert roles, with an impressive client list that includes: NYNEX, Chesapeake & Potomac Telephone Companies (Va., Md., & W. Va.), SNET, Ameritech, Bell of Pennsylvania, Diamond State, Telus, Frontier, and Verizon. The majority of the work they did for these clients was in the role of Subject Matter Expert (SME) for a Decision Support tool called FACTS (Force and Cost Tracking System), a tool that was utilized by a majority of the North American ILECs before the advent of the competitive telecom market.

This individual's career began at Western Electric in their Purchasing department. From there, they moved into a billing and collections role at a company that photocomposed telephone and traffic directories, a role in which they became masterful in the utilization of production data to streamline processes, reduce costs, and improve customer satisfaction.

Starting in 1981, this candidate began consulting to the telecom industry while working for Telic. Initially hired as a FACTS consultant and SME, they were responsible for customer training on the system, actual tape processing, generation of customized reports, and on-site customer support. This consultant gathered and documented user requirements and ensured that all system modifications were implemented problem-free, and on time. They also managed the organizational impacts (i.e. restructuring) that resulted from "what if" analyses that they conducted on behalf of their clients. This expert's professionalism and FACTS expertise helped Telic grow business by more than 50% in their accounts and establish new customers for FACTS.

Most recently, this candidate has acted as a SME on 3Com's Call Verify product (whose roots lay in COVS - Central Office Verification System), which is an automated system used for verifying customer orders with what has been built up in the network switches for delivering what is ordered. The system handles all services, from Centrex and PIC's to dedicated data circuits. This consulting professional's responsibilities included: system troubleshooting and assisting clients with root-cause analysis, process modification, training preparation and delivery, table maintenance, release management, business analyst, and acting as product prime with the client - Verizon, Telus, Ameritech, SNET, and Frontier.

In all of their assignments, this individual has endeared themselves to their customers with their deep product knowledge, sincerity, work ethic, positive attitude, analytical acumen, and team-first approach. This consultant is organized, highly respected and well liked, and an excellent communicator. A resident of the United States, this professional reports out of our Toronto, Canada headquarters.

Core Competencies:

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

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Sales / Sales Operations & Training
- ◆ Finance / Decision Support

Telecom Market Experience:

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

ILEC/RBOC/PPT	☒	☒
CLEC		
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CAP		
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Technology Experience:

- ◆ CO Switch Platforms: DMS-100, 1A, 5E, Siemens, GTD5, BT1 (voicemail)
- ◆ Operational Support Systems: LMOS, CRIS, E5300 Plant Cost Results, COSMOS
- ◆ Desktop Applications: MS Office, Outlook, Netscape, Lotus Notes
- ◆ Programming Languages: UNIX
- ◆ Databases: MS Access
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows, MS-DOS

Other Distinguishing Attributes:

- ◆ Numerous President's Awards