



Consulting Professional #95

Project Manager & Sr. Business Architect

Consulting Professional #95 is a Local Competition expert who has over 25 years of telecommunications industry experience to their credit. This individual has extensive experience in Local Number Portability processes and related OSSs as well as an in-depth knowledge of the competitive telecommunications environment. Their work in the Canadian Local Competition marketplace covers most major players, including: Axxent, Sprint Canada, MetroNet, Bell Canada, and Stentor (BCTel, Telus), where they led various initiatives in process engineering, OSS selection and deployment, business plan creation and implementation, development and delivery of training, and adopting a Subject Matter Expert (SME) role.

This expert has dedicated the last 10 years of their career to being the industry SME on Local Competition and Local Number Portability. Axxent, Sprint Canada, MetroNet, Bell Canada and Stentor have each benefited greatly from their experience and expertise in the following ways:

- Development of end-to-end processes for the introduction of Local Services
- Development and implementation of change management tools
- Business analysis, implementation, testing, and evaluation of leading OSSs, including: MetaSolv TBS suite, Daleen/DSET/ Inlogic, Metex MiiGs suite, Telcordia, and Vitria Middleware
- Creation and delivery of training re: processes, network, industry, OSS
- Subject Matter Expertise on end-to-end process knowledge re: order activity (including order issuance/management), provisioning, activation and repair. Covered PIC/CARE, 911 / E911 and other ancillary services
- IS/IT interface in defining and gathering user requirements, mapping and documenting process flows, and being the process SME for ordering and installing new, and ported, local numbers

In addition to their expertise and experience in local competition this consultant excels at leading work teams and facilitating knowledge transfer, two key components to their success as a consulting professional. They spent 15 years at Bell Canada, prior to becoming a consultant, in a number of Operational roles. These included a number of management roles at both the ILEC and National level. This candidate was also the National Operations prime for local competition activities at Bell.

Most recently, this expert worked with Rogers Cable to develop processes and to project manage the Network Support Systems obligations associated with the change to the Internet backbone service provider. This engagement was completed successfully under extremely tight timelines.

This consulting professional has a proven ability to develop, manage and motivate peers and teammates. They demonstrate excellent presentation skills, and they have a strong sense of accountability, business ethics, and integrity. This candidate is the consummate professional and a highly regarded SME in the Local Competition area. A resident of Toronto, this consultant reports out of our Toronto, Canada headquarters.

Core Competencies:

- ♦ Project Management / 4-TAE Methodology
- ♦ Business Architecture / Strategic Planning
- ♦ System Integration / Vendor 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
- ♦ Marketing / Business Planning
- ♦ Sales / Sales Operations & Training

Telecom Market Experience:



ILEC/RBOC/PPT	☒
IXC	☒
CLEC	☒
WIRELESS	☒
CABLE	☒
CAP	☒

Technology Experience:

- ♦ CO Switch Platforms: DMS-250, DMS-100, 5E
- ♦ Operational Support Systems: MetaSolv TBS, Daleen/DSET, Inlogic, Metex MiiGs, Telcordia, Vitria Middleware
- ♦ Desktop Applications: MS Office, MS Project, Visio
- ♦ Operating Systems: Windows 95/98/2000, NT, MS-DOS

Academic and Industry Accreditation:

- ♦ BA (11 of 15 courses), York University, Toronto, Ontario
- ♦ Business Process Training: Michael Tathem, MICA, Rummler Brache
- ♦ Participation in key industry forums, including: Industry Numbering Committee, CSCN, NANC T&O, NANC Task Force working on Telephone Number Pooling

Other Distinguishing Attributes

- ♦ A "Founding Five" member of the team that developed the initial processes for CRTC Public Notice 95-48