



Consulting Professional #98

Project Manager & Sr. Business Architect

Consulting Professional #98 is a telecommunications veteran with over 25 years of outstanding industry work experience. They excel in process improvement and project management roles, where their leadership, organization, and communication skills endear them to peers and clients alike. Their customer list includes Bell Canada, Entourage Technology Solutions, NorthwesTel, and Trinidad & Tobago Telephone Company, where they have served in a variety of roles, with well over half of their career spent in Installation & Repair (I&R).

This individual began their career in various Class 2 and Class 1 Technician positions at Bell Canada, including I&R, Test Centre, and Control Centre. They next succeeded in various installation and repair supervisory positions, including a Section Manager position and an advisory role with Trinidad & Tobago Telephone's Control Centre and I&R organization, as well as their Standards and Methods group where they developed standard operating practices and procedures and managing key vendors. They next moved to a Section Manager - Service Agreement Coordination job, where they were responsible for providing coordination, support assistance, and trouble resolution services to all Canadian Telcos on issues pertaining to Installation, Repair, Assignment/Control, Repair Service Bureau, and Cable Maintenance. This particular assignment was valuable in exposing them to the way competitive telcos ran their businesses.

They continued developing their expertise in I&R with a move to Section Manager - Installation and Repair for the Consumer Service Operations organization in the 905 East Section. Next, as an Associate Director for Process Improvement, this expert initiated programs that resulted in a 50% reduction in cycle times and a 30% increase in flow rates, with an annualized savings of \$25 million. Their work at Bell was outstanding, for which they received prestigious Bell Service Excellence awards in 8 of the last 10 years of employment there.

This consultant's superior performance was next enjoyed by NorthwesTel in two different Director roles having responsibilities for: Residential, Business and Data Installation; Network Operations Control Centre; Network Management and Admin Centre; Advanced Data Services & Frame Relay Control Centre; Repair Service Bureau; Assignment and Work Force Management Control Centre; Network Facilities; Traffic Facilities and Maintenance Engineering. Most recently, they have consulted to Entourage Technology Solutions in a Regional Manager Operations Support capacity.

This candidate is comfortable working in a variety of roles, and is willing to "roll up the sleeves" to get a job done right. They are creative, energetic, and confident, and have consistently demonstrated a high degree of accomplishments and success. This individual is self-motivated and tolerates high levels of stress exceptionally well. A true team player who leads by example and who is willing to share their vast wealth of knowledge and experience, this consultant makes a great addition to any number of client work teams. This candidate is a Canadian citizen who reports out of our Toronto headquarters.

Core Competencies:

- ◆ Project Management / 4-TAE Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Organizational Change Management
- ◆ 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
- ◆ Workflow / Workforce Management
- ◆ Network Operations / Maintenance / Engineering
- ◆ Regulatory / Audits

Telecom Market Experience:



ILEC/RBOC/PPT	☒	☒
IXC	☒	☒
CLEC	☒	

Technology Experience:

- ◆ Operational Support Systems: PAIRS, P5300 Plant cost Results, CAS, CALRS, WFMS, VIC
- ◆ Desktop Applications: MS Office, Outlook, MS Project, Netscape, Lotus Notes, Visio, Crystal Reports
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Window, MS-DOS, VMS

Academic and Industry Accreditation:

- ◆ Business Administration courses, Seneca College, Toronto
- ◆ Computers and Information Systems courses, Seneca College, Toronto
- ◆ Numerous Bell Canada courses, plus: 7 Step Process Improvement (Joiner & Assoc), Rummler Brache Methodology, Re-engineering the Corporation (MICA), Total Quality

Other Distinguishing Attributes

- ◆ Bell Service Excellence Award 8 times in last 10 years