



## Consulting Professional #7

Partner - Dedicated Client Accounts

Consulting Professional #7 has enjoyed a successful telecommunications career, with 25+ years of industry experience evenly split between corporate employment and their consulting practice. As a Program Manager, this consultant has excelled in a number of large and complex product and system implementations. Their telecom operations background is in Outside Plant / Installation & Repair, and they utilize their "been there, done that" experience on every client engagement. In addition, this professional brings attributes to the role of Program Manager that are highly cherished by clients: organized, vision, clarity of purpose, leader, attention to detail, and a strong communicator.

**Southern Bell** provided this individual with their introduction to the telecom industry where they began as an Outside Plant technician, and quickly earned more challenging roles in a variety of supervisory, and then management, positions. They managed a service order assignment center that provided management and support services for field forces in order assignments, cable transfers, order load control, and service order dispatch. This candidate was later responsible for developing and auditing telephone installation procedures and for developing and delivering technical and process training to the outside plant divisions. Their most important accomplishment at Southern Bell saw them successfully project manage a major consolidation of 17 dispatch and repair centers throughout North and South Carolina into 5 larger centers. This consolidation included the introduction of a new OSS (INFORM) that mechanized previously manual tasks.

In their consulting career, this professional has provided project management and subject matter expertise to three major RBOC's in the deployment of a load, dispatch and technician service order tracking tool (INFORM). For Computer Sciences Corporation, this consultant was the lead expert in helping **US ONE** develop its provisioning and billing strategy and detailed plans for its execution. It was during this time that they began to develop a particular expertise in operational budget creation and financial modeling. Specifically, they project managed a successful deployment of the computerized Force And Cost Tracking System (FACTS) at **GTE**. GTE used this system to build company-wide budgets and to track monthly expenses.

On another project at GTE, this candidate managed the trial, and later, the successful national deployment of a service verification and service assurance OSS that operated in 10 GTE Regions, interfaced with over 3,000 switches serving 18 million access lines, and took a year to implement. More recently, they have played a customer advocate role while project managing the installation of 3Com's Unified Messaging and Call Notify systems at **Bell South, Sprint, Verizon Wireless, Century Telecom, Adelphia Communications, Telus, and Bell Mobility**. Currently, this industry expert is the client lead on the installation of 4-tel.com's decision support solution - FORTUNE - in the Network Operations organization at **Verizon**.

The success that this consultant has enjoyed throughout their career has, in large part, been due to an ability to integrate their vast product and industry knowledge with client needs, at both a strategic and operational level. This individual's effervescent personality and direct, honest approach to dealing with people, combined with their ability to transfer knowledge to team members, has made them a popular choice with clients and a valued member of our team. This candidate is an American citizen, and reports out of our McLean, Virginia office.

### Core Competencies:

- ◆ Program Management / 4-TAE Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ 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
- ◆ Finance / Decision Support

### Telecom Market Experience:

|               |
|---------------|
| CANADA<br>USA |
|---------------|

|               |   |   |
|---------------|---|---|
| ILEC/RBOC/PPT | ☒ | ☒ |
| CLEC          | ☒ |   |
| IXC           | ☒ | ☒ |
| Wireless      | ☒ | ☒ |

### Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, AT&T 4ESS & 5ESS, Siemens GTD5
- ◆ Operational Support Systems: PERFORM, INFORM, FACTS, LMOS, COSMOS, CRIS, UDS, E5300, Call Notify, Call Verify
- ◆ Desktop Applications: MS Office, Outlook, MS Project, Lotus Notes, Visio
- ◆ Databases: MS Access
- ◆ Hardware Environments: VAX
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows

### Academic and Industry Accreditation:

- ◆ Bachelor of Applied Science, Mechanical Engineering, North Carolina State University (incomplete)
- ◆ Currently completing PMI Certification, with completed courses to date including: Project Planning Analysis & Control, Contracting for Project Managers, Quality for Project Managers

### Other Distinguishing Attributes:

- ◆ Multiple recipient of President's Award at Computer Sciences Corporation