



Consulting Professional #32

Project Manager & Sr. System Architect

Consulting Professional #32 is an information management professional with 25+ years of strategic planning and process re-engineering experience. They are an enthusiastic leader with strong communication and problem solving skills, whose core areas of expertise include: strategic information planning, business process renewal, data and information management; performance measurement and improvement, business resumption/disaster recovery planning, business development, process improvement, system design, and project management.

This individual has prepared strategic plans and strategic information plans for many companies, both in the private and public sectors. Using a combination of top-down and bottom-up approaches, they have linked the outlay of IT resources to the overall enterprise objectives, ensuring that the organizational goals were achieved in the most efficient and effective manner possible. They are known for developing innovative approaches to analyzing and resolving business issues.

This expert's ability to develop innovative approaches has been tested on a project to redesign or engineer business processes for a major telecommunications carrier. This included major system enhancements, the creation of operational metrics and their tracking mechanisms, and the end-to-end management of their design and implementation. The improvements to the business processes resulted in a 39% reduction in management staff, and a 20% reduction in operating costs, with a corresponding improvement to the customer service performance metrics.

For another client this candidate transformed their Service Order Platform from a simple order capture and delivery mechanism with poor response times during heavy use periods, to a fully integrated system that supported the provisioning of a new, strategically important, service offering. This new system also tracked sales activities, had significantly improved response times, and was easier to use than the previous system.

More recently, this consultant has prepared and implemented business resumption/disaster recovery plans for a number of companies, including: AT&T, Canada Post Corporation, Canadian Coast Guard, Health and Welfare Canada, Lucent Technologies, Rogers Cable, Traffic Injury Research Foundation of Canada, and; United States Fidelity and Guarantee. They provided guidelines for ensuring that needed personnel and resources were available for both disaster readiness and response, and that the proper steps would be carried out to permit the timely resumption of services. Their process orientation, planning skills, and information management knowledge and experience were crucial to the success of these projects, and have served them well throughout their career.

This telecom business professional brings a desirable blend of innovative approaches, information management and process engineering skills to every client engagement. Combined with their team-building and facilitation skills, enthusiasm, and work ethic is a level of business savvy that comes with having worked in both the public and private sectors in Canada and the United States, all of which make this candidate an excellent addition to any project team. This particular consultant is a Canadian citizen who resides in the Ottawa area and reports out of our Toronto headquarters.

Core Competencies:

- ◆ Program Management / PMO Infrastructure
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Organizational Change Management
- ◆ Training Development and Delivery
- ◆ 15+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

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

Telecom Market Experience:

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

ILEC/RBOC/PPT

☒ ☒

IXC

☒ ☒

CAP

☒ ☒

CABLE

☒

Technology Experience:

- ◆ Desktop Applications: MS Office Suite, WordPerfect Office, Netscape, ABC FlowCharter, Internet Explorer, Erwin, Visio, Rational Rose
- ◆ Programming Languages: Unix, Java, Fortran, COBOL, Assembler, PL/1
- ◆ Databases: MS Access, Paradox, Oracle, SQL, RBASE, DB4, PSL/PSA
- ◆ Hardware Environments: IBM1401, IBM360, IBM370, IBM3090, IBM4300, SUN, PCs
- ◆ Project Management Tools: MS Project, ABT Project Workbench
- ◆ Operating Systems: Windows95/98/NT, OS/2, MS-DOS, Linux

Academic and Industry Accreditation:

- ◆ Master of Arts, University of Manitoba, Winnipeg, Canada
- ◆ Bachelor of Science, University of Toronto, Canada
- ◆ Past President for the Information Resource Management Association of Canada (IRMAC)
- ◆ Certified Information Systems Professional (ISP), Canadian Information Processing Society (CIPS), 1994

Other Distinguishing Attributes:

- ◆ Innovator (Myers-Briggs)
- ◆ Developer of innovative models and approaches for solving business problems
- ◆ Local Ball Room Dancing Champion
- ◆ Avid Rifleman and Firearm Collector