



Consulting Professional #50

Project Manager & Sr. Business Analyst

Consulting Professional #50 is a telecom billing and customer care expert with over 20 years of related worldwide telecommunications industry experience. A multi-talented individual, this individual is particularly adept at leading process engineering initiatives, creating functional system requirements specifications, preparing and delivering user training, and managing complex system development and integration projects.

This consultant's impressive client list features both wireline and wireless industry leaders such as: Iridium LLC, Botswana Telecommunications Corporation, GTE, Belgacom, Tele2, Alltel, Ameritech, Ameritech, US West, Centel, Execuline, and Litel, in addition to a number of GSM and cellular companies in Malaysia, Indonesia, Hong Kong, Pakistan, Thailand, India and the Philippines. This global perspective and experience that they bring to our team, in addition to their knowledge, work ethic, enthusiasm, communications skills, leadership, and exemplary organization skills, makes them a popular choice among our clients and a perfect fit for any project team.

This professional's billing system experience includes identifying rating and billing requirements for the initial implementation of calling cards at Belgacom, the analysis of billing records at Litel to determine billing errors, developing functional requirements for system enhancements including billing of local service and carrier compensation at Tele2 in Sweden, and co-authoring a 500+ page billing handbook for service representatives covering all aspect of carrier billing at GTE.

On one particular assignment in Africa, this consultant developed the requirements, system test plans and test scripts, and training documentation for a newly developed line management system. They performed a similar service for Alltel with the added complexity of having to gather and harmonize input from regional representatives, and ultimately developing a proposal that incorporated team recommendations for system selection and implementation. In all of their billing and business analysis work, this expert led by example with a focus and attention to detail that were instrumental in the projects' successes.

More recently, as the Solution Architect for an engagement at Iridium LLC, this candidate led a group of SMEs for various client organizational groups in the development and integration of detailed technical, operational, and business plans. They had responsibility for certifying the feasibility, cost effectiveness, and operability of the solution under consideration. They also adopted the role of training team project lead where they developed business processes and system training for 15 international Gateways.

For clients that need an exceptional business analyst, with a particular proficiency in billing systems and processes, and worldwide experience, this particular consulting professional is an ideal candidate. A citizen of the United States, this consultant reports out of our Calgary, Alberta office.

Core Competencies:

- ◆ Program Management / 4-TAÉ Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ System Integration / Vendor Management
- ◆ Training Development and Delivery
- ◆ 20+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management

Telecom Market Experience:

	USA	EUROPE	PACIFIC RIM	ASIA / INDIA	AFRICA
ILEC/RBOC/PPT	☒	☒	☒	☒	☒
CLEC	☒				
IXC	☒	☒	☒	☒	☒
CAP	☒	☒	☒	☒	
WIRELESS	☒		☒	☒	

Technology Experience:

- ◆ Desktop Applications: MS Office, Visio, MS Project, Netscape, RUMBA, Crystal Reports
- ◆ Programming Languages: SQL
- ◆ Databases: Informix, DB2, DCL, MS Access
- ◆ Hardware Environments: IBM3090, VAX, UNIX
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows, MS-DOS, VMS

Academic and Industry Accreditation:

- ◆ Associates in Business, Antelope Valley College, Lancaster, California
- ◆ Continuing Course Work, University of Utah, Salt Lake City, Utah