



Consulting Professional #99

Telecom SME & Sr. Business Architect

Consulting Professional #99 is a savvy telecommunications business architecture specialist with extensive experience in designing and implementing large scale operations support systems, including developing all the corresponding business processes, training documentation and job profiles. Their breadth of experience and knowledge, process orientation, interpersonal skills and risk management capabilities, combined with an enthusiastic and positive approach, make them an excellent addition to any project team.

The first half of this candidate's career was as a front-line field services and Repair Service Bureau technician, Field Services Manager (Maintenance and Provisioning), and Training Manager at Bell Canada. Their excellent work earned them a promotion to Manager of Operations System Support, where they implemented a Work Force Management System which resulted in vastly improved operating efficiencies for both installation and repair in the residential and commercial technician work forces.

As the Manager of Business Transformation, this expert led a successful 3-year project that resulted in the transformation of Bell's Control Center operations and the reduction of operating staff headcount. They re-engineered processes and job functions which resulted in the mechanization of many formerly manual tasks, and which ultimately led to the development of a new work order system. In addition to designing and overseeing the implementation of the new work processes, this consultant also developed all training documentation, job aids and job profiles establishing measures at the job performer level, improving corporate standards and service results for both installation and repair Control Center functions.

This telecom veteran's first consulting project was for **Entourage Technology Solutions**, where they developed and documented field service business processes for their Future Mode of Operation. In addition, they developed cost/benefit recommendations, and prepared risk analyses on proposed OSS solutions, all to their client's full satisfaction. This candidate also successfully completed a major 21-month project for **Bell Canada**. This project entailed the design and implementation of a new WFMS, as well as ensuring Y2K compatibility of an existing OSS. They excelled in the role of leading the communications between Bell, CGI Inc., and Lucent Technologies while also being responsible for determining and documenting the business requirements for Field Access Solutions for over 4,000 installation and repair technicians, where they utilized previous experience to foresee potential operational pitfalls and recommend several process changes. This consultant's knowledge and experience was invaluable in the writing of the Y2K test cases for the existing operations systems. Throughout this massive undertaking this highly sought after member of our team proved to be a true leader, whose vision, enthusiasm and tenacity, combined with superior analytical skill, process mapping expertise, and project management acumen, resulted in a highly successful outcome.

At **Eftia OSS Solutions** in the role of Telecom Process Specialist this individual effectively implemented Work Order Management and Trouble Ticket Processing systems. They also coordinated the integration of the Click Schedule Work Force Management system with a Work Order Management system. As a Business Analyst at **Rogers Cable** they skillfully implemented a proactive drop replacement process, automating Work Order Referral and Accounts Payable processes associated with Order Management and MDSI/Advantex wireless Field Access systems.

Most recently, this important member of our team provided professional services expertise at **Bell Canada** as a Senior Business Analyst on IP OSS infrastructure projects associated with Bell's move to MPLS. They expertly introduced Cramer Resource Manager data model, migrated Voice, Data and Transport Network Services orders from legacy systems to a Work Force Management System (FWFM), introduced a web based presentation layer and developed a common order model for Network Services. With this background, keen eye for detail, and openness in sharing their knowledge and experience with all team members, Consulting Professional #99 has an enviable reputation in the telecom consulting community. A Canadian citizen this candidate reports out of our Toronto office.

Core Competencies:

- ◆ Project Management / 4-TAÉ methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Organizational Change Management
- ◆ Training Development & Delivery
- ◆ 20+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

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

Telecom Market Experience:

	USA	Canada
ILEC / RBOC / PPT		<input checked="" type="checkbox"/>
CLEC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
IXC		<input checked="" type="checkbox"/>
CAP		<input checked="" type="checkbox"/>

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E
- ◆ Operational Support Systems: FWFM, CALRS, FSOS, BCRIS, MORS, PAIRS, NOMAS, BOOST, Eftia Master.Scribe, ClickSoftware, SSAMS, MFAS
- ◆ Desktop Applications: MS Professional Office Suite, MS Project, Netscape, Visio, iGrafx, ABC FlowCharter
- ◆ Hardware Environments: IBM 3090, HP3000, SUN, HP9000
- ◆ Operating Systems: Windows, MS-DOS, NT, UNIX

Academic and Industry Accreditation:

- ◆ Computer Sciences, Ryerson University, Toronto
- ◆ Business Administration, Seneca College, Toronto
- ◆ Bell Institute for Professional Development