



Consulting Professional #12

Program Manager & Sr. Business Architect

Consulting Professional #12 is a Senior Business Consultant who has directed a number of important initiatives around the globe during their 25+ years in the telecommunications industry, both as an employee of Bell Canada and Bell Canada International and as an independent consultant. In addition to having extensive experience in operations and strategic development at the Executive level, this consultant is skilled at assessing business requirements and implementing tactical initiatives. This expert is a collaborative, results driven, team leader who is motivated by challenging assignments. They have a demonstrated track record of meeting business challenges, including: service level performance, forecasting and attaining financial results, contract negotiations, relationship management, and are skilled in leadership and coaching.

The majority of this individual's career at Bell was spent in various operations management positions where they managed both the voice and data provisioning and maintenance operations. At a more senior level they led project managers responsible for large, complex data service implementations for major clients in the health, education, government, commerce, manufacturing and financial sectors. This candidate also directed a Carrier Relations group accountable for toll and data settlements, network integration related to system interconnections, billing and collections and related IS/IT system interconnections, product introduction, tariff administration, regulatory matters, industry and regulatory relations and interconnection agreement negotiations.

Post Bell, this professional was President of Amtelecom where they established a highly successful consulting services division that focused on the CLEC market. They led 5 regulated telephone companies and later successfully integrated the operations of the 17 CATV systems and 3 under performing ISP operations. During this period this candidate developed and implemented many other improvements in operations, sales and marketing, human resources, and finance while continuing to lead the company's regulatory strategy and CRTC responses.

As a consultant, this individual has managed Process Development, Process Implementation and Change Management programs for Saudi Telephone and service fulfillment and service assurance operations in the Saudi city of Jeddah. In 2002-03 they developed and delivered key components to an RFP for Saudi Telecom, and helped establish an operational framework for Saudi Telecom in preparation for the introduction of telecom competition in the Kingdom.

Other assignments have seen Consulting Professional #12 working at Rogers and Allstream in the areas of business planning and implementation planning. On a project in South America they directed a consortium consisting of Lucent, PriceWaterhouseCoopers and Hewlett Packard in delivering to Brasil Telecom a network hosting business and technology plan. In all of their consulting assignments, this expert delivered results that enabled clients to meet or exceed their business case objectives on or ahead of schedule. This consultant's ability to lead teams, manage budgets, and maintain focus on the important business drivers helps set them apart from other program managers.

This candidate is a telecom professional in the truest sense of the word, with a broad range of experience and regulatory savvy. A Canadian citizen, this individual lives in the Greater Toronto Area.

Core Competencies:

- ◆ Program Management/ 4-TAÉ Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Organizational Change Management
- ◆ Systems Integration/ Vendor Management
- ◆ Budget & Results / Operations Management
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Network Operations / Maintenance / Engineering
- ◆ Finance / Decision Support
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

Telecom Market Experience:

	U.S.A.	Canada	Middle East	South America
ILEC / RBOC / PPT	☒	☒	☒	☒
IXC	☒	☒	☒	☒
CLEC		☒		
Cable		☒		
ISP		☒		
CAP	☒	☒		

Technology Experience:

- ◆ CO Switch Platforms: DMS-10, DMS-100, ADS Vidar
- ◆ Transport Platforms: Sonet OC, Newbridge, Cisco, FMT 45/150
- ◆ Operational Support Systems: P5300 Plant Cost Results, BCRIS, R&R, Commsoft
- ◆ Desktop Applications: MS Office, MS Outlook, MS Project, Netscape, Lotus Notes, Visio
- ◆ Hardware Environments: IBM AS400
- ◆ Client Server Applications: IMAP, HP Openview, Radius
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows, MS-DOS

Academic and Industry Accreditation:

- ◆ Business Administration, Ryerson University, Toronto, Canada
- ◆ Extensive Management Training, Bell Canada

Other Distinguishing Characteristics:

- ◆ Served on Bell Canada's Toll Negotiations Committee
- ◆ Held memberships in Canadian and US Independent Telephone Company Associations of OTA and OPASTCO
- ◆ Director on a charity Board