



Consulting Professional #13

Project Manager & Sr. Business Architect

Consulting Professional #13 is the consummate business professional with a background of over 25 years in the telecommunications industry. This individual combines a unique blend of front-line operations management experience at Bell Canada with their IS / IT work experience during the last 11 years. Their appreciation for the operational challenges facing a telecom company and its management and front-line staff, combined with their vendor and budget management skills, ability to motivate and lead small teams, proactive approach, and process orientation makes them the perfect fit for most clients' project management needs.

This consultant first began honing their people management, budget control and risk assessment strengths during the first half of their career, when they served in a variety of operations management positions at Bell. As an Installation & Repair Manager, this candidate supervised a large pool of PBX and Business Installation & Repair Technicians to achieving the highest ratings in the region. On a special assignment, they created and managed the development of a software program to track the productivity of the technician staff, which involved much interaction with outside vendors and numerous internal operational groups. In another role, this consultant managed the development and deployment of a mechanized scheduling program for several thousand technicians right across Ontario and Quebec.

In recognition of their achievements, this individual was promoted to Manager of Mechanization, where they led the development and deployment of a Workforce Management System for the Residence Sales and Services Control Centers in 8 separate sites. They followed this by doing the same on a larger scale at 11 Bell Ontario Business Sales and Service Control Centers, which required the co-ordination of vendors and system managers, along with the software installation itself. In addition to the new business processes that this telecom expert developed, their proactive approach and risk management savvy resulted in a very successful implementation, for which this expert was presented with the prestigious "Quality in Action" award.

More recently, this consultant has been acting as a Subject Matter Expert and business architect for the assessment of, and user requirements definition for, a new Workforce Management System (Actiview©). This system manages the dispatching of installation and repair jobs for over 4,000 technicians and 350 control centre personnel across Ontario, and integrates with many legacy systems. This individual was also responsible for interfacing with the vendor -- Lucent Technologies - on all matters of scheduling, feature implementation and product customization.

Over the past few years this candidate has excelled in a Business Analyst role in supporting the implementation of Eftia's Master.Scribe suite of OSSs in a number of start-up CLECs across the U.S. On more than one occasion, they deployed their IS/IT savvy with an understanding of the underlying business processes to conduct configurations of the Master.Scribe platform. On their most recent assignment, they completed an implementation in the Guernsey Islands.

A mature business analyst with proven business architecture successes in large-scale system installations, this individual has a strong desire to succeed. This desire, combined with their experience and the number of projects worked on, make this individual a valuable commodity in the consulting marketplace, and a fine addition to any project team. This consultant is a Canadian citizen reporting out of our Toronto headquarters.

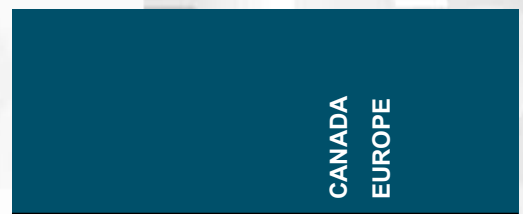
Core Competencies:

- ◆ Project Management / 4-TAÉ Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Organization Change Management
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

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

Telecom Market Experience:



ILEC/RBOC/PPT	☒	☒
CLEC	☒	
IXC	☒	
CAP	☒	

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E
- ◆ Operational Support Systems: LMOS, COSMOS, CRIS, TIRKS, FACS, WFM, MLT, UDS, CALRS
- ◆ Desktop Applications: MS Professional Office Suite, MS Project, Project Workbench, Netscape, Visio, ABC FlowCharter
- ◆ Programming Languages: Informix SQL & 4gl, HTML, DHTML
- ◆ Databases: Informix, Oracle, MS Access
- ◆ Hardware Environments: IBM 3090, HP3000, SUN, HP9000
- ◆ Operating Systems: Windows, Mac/OS, MS-DOS, NT, UNIX

Academic and Industry Accreditation:

- ◆ Bell Institute for Professional Development
- ◆ Intermediate HTML Authoring
- ◆ Integrated Project Management Process
- ◆ Powerstart Approach to Business Requirements Analysis
- ◆ Understanding Emerging Technologies in 1999, Telecommunications Research Associates