



Consulting Professional #63

Project Manager & Sr. Business Analyst

Consulting Professional #63 has excelled in the telecommunications industry for nearly 20 years in various customer service, training, project management, and business analyst positions at Bell Canada. They are an independent, self-starter with excellent analytical and problem solving skills, and a solid ability to develop test cases based on service and business requirements. A highly articulate telecom professional, this consultant is renowned for their ability to balance Information Technology, Customer, and End-User priorities to meet project goals.

After serving in various client service representative roles early in their career, this individual tackled their first project in a project management capacity. The project called for the integration of 2,700 Bell Canada customers into a new Operational Support System, allowing for the introduction of services such as Call Answer, Call Display, etc. Due to their background in customer service and strong communication skills, this consulting candidate was promoted to provide training to customer service and order provisioning groups. They developed and delivered various programs, with the company's top customer service sales achievers having been exposed to, and benefited from, their training.

As a Communications Consultant, this telecom expert was responsible for the delivery of all new training methods, service order processes, customer care documents, best practices and public relations bulletins for Bell Canada Call Centres across Ontario. Their process re-engineering acumen and targeted training practices resulted in much improved levels of customer service performance. And due to their thorough analysis and revision of operational processes and training programs, training time to call centre workers was reduced by nearly 90%.

More recently, this consulting professional was a Project Manager in Bell's Network Operations group. They had responsibilities for developing and administering a corporate address database which integrated Network Traffic Facilities, Plant Assignment Inventory Records and Street Address Guide, thereby allowing the end-user to more effectively and efficiently locate Bell Canada customers for accurate service order issuance and optimal order management. Their prime deliverables on this project included: acting as the prime liaison between the systems development team and the end users; developing and delivering test cases for call centre, traffic facilities, assignment, and provisioning, and; developing a revised network inventory, telephone number assignment methodology, all of which were completed on schedule, and to the highest levels of quality.

For those clients in need of a telecom professional specializing in project management, process optimization, coaching, training, and development of new order management systems, this candidate is an ideal choice. They exude a confidence and positive attitude that is contagious. Their strong work ethic, organization skills, and analytical thinking help to set them apart. They are equally comfortable working in a project management role and in a business analyst capacity.

A citizen and resident of Canada, this consultant reports out of our Toronto headquarters.

Core Competencies:

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

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Network Operations / Maintenance / Engineering
- ◆ Sales / Sales Operations & Training

Telecom Market Experience



ILEC/RBOC/PPT	☒
CLEC	☒
IXC	☒

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E, GTD5
- ◆ Operational Support Systems: CAS, CALRS, PAIRS, P5300 Plant Cost Results, IFMS, BCRIS
- ◆ 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:

- ◆ Various Bell Canada Institute for Professional Development courses, including: Information Mapping, Mastering Meetings, and Achieving Extraordinary Customer Relations