



# Consulting Professional #81

Telecom SME & Sr. Business Architect

Consulting Professional #81 is a seasoned veteran of the telecommunications industry who has been successful while completing a variety of assignments and projects. In addition to many years as a key manager at Bell Canada, this individual has also worked as an Independent Consultant providing Project Management, Product Development, Training Development/Facilitation, Policy/Procedure Development and Marketing Support to companies such as Sprint Canada, Rogers Cable and Entourage Technology Solutions. This mature professional brings an array of skills to every assignment including proven leadership ability, excellent communication/mentoring skills and a well-organized, meticulous approach. In addition, well-developed analytic and problem-solving skills, combined with a thorough understanding of organizational effectiveness, ensure consistent success.

This expert's career at Bell was spent in various management positions that involved voice and data, maintenance, and provisioning operations. During one of these assignments, they managed a large, complex workforce that covered a vast geographic area. This position involved responsibility for service delivery to all business customers including major accounts such as General Motors and two Ontario Hydro Nuclear Power Stations. In addition, this individual was the Prime for many major service cutovers. In particular, they oversaw the successful installation of an enhanced 911 system to over 350,000 customers in Durham Region. This professional also worked in Industrial Relations where they supported the corporate Bargaining Team, including the development of the company position on critical issues, during the negotiation of two Collective Agreements. They also represented Bell Ontario on a National Operations Team that was accountable for the delivery of service to the largest national accounts. In addition, this candidate designed and implemented fully functional Help Desk modules for Bell's major corporate accounts, a project that brought diverse entities together in a focused solution. On another important assignment, they researched, designed and published a Desktop Services Manual for an affiliated US company.

Post Bell, this candidate has established a very successful consulting business. As a consultant, they consistently deliver results that exceed client expectations. In particular, this telecom expert managed two major New Product Introduction projects for Rogers Cable. These service launches involved extensive work with cross-functional teams and the successful completion of over 1,000 individual tasks. As well, both of these projects represented a significant monetary investment for the client. Furthermore, tremendous mentoring skill and natural ability to develop high potential Managers greatly enhanced the development of this consultant's client employees.

Always in demand, this highly experienced telecom professional is a valuable asset to any organization. Their breadth of knowledge and talent, combined with superior organizational skills and leadership ability, makes them a perfect fit for most client requirements.

This candidate is a Canadian citizen who is located in the Greater Toronto Area.

### Core Competencies:

- ◆ Program Management/ 4-TAÉ Methodology
- ◆ Systems Integration / Vendor Management
- ◆ Budget & Results / Operations Management
- ◆ Marketing / New Product Implementation
- ◆ Training Development and Delivery
- ◆ 25+ years Telecom Subject Matter Expertise

### Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Workflow / Workforce Management
- ◆ Marketing / Business Planning
- ◆ Sales / Sales Operations & Training
- ◆ Finance / Decision Support

### Telecom Market Experience:

	U.S.A.	Canada
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ILEC / RBOC / PPT	<input checked="" type="checkbox"/>
IXC	<input checked="" type="checkbox"/>
Cable	<input checked="" type="checkbox"/>
CLEC	<input checked="" type="checkbox"/>
Wireless	<input checked="" type="checkbox"/>

### Technology Experience:

- ◆ Operational Support Systems: BCAT, Remedy, FSOS
- ◆ Desktop Applications: MS Office, MS Project, Netscape, Visio
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows

### Academic and Industry Accreditation:

- ◆ Business Courses – Algonquin College, Ottawa, Ontario
- ◆ Numerous Executive seminars and workshops, including: Internal Customer Satisfaction; High Performance Coaching; Process Mapping; Business Process Re-Engineering; Integrated Project Management, etc.