



Consulting Professional #52

Telecom SME & Sr. Business Architect

Consulting Professional #52 is an energetic telecommunications professional and a fully experienced Senior Operations Manager. They excel at designing and implementing Customer Care solutions, in Inter-Exchange Carrier, Cable and Wireless environments. This consultant's adaptability, flexibility, process orientation, and broad base of knowledge have helped them to exceed clients' expectations in all of their project work around the globe.

This candidate's background includes over 20 years in line management with Bell Canada, where they held various positions with increasing levels of responsibility in the areas of Operations, Customer Care, Order Management, Training and Maintenance and Repair. They applied the knowledge gained from these assignments on a 13-month project in the UK for **Videotron**, where they designed and launched an integrated CATV and Telecom Control Center, complete with fully documented process flows. This project included the customization of the Network Operations and Customer Care module of a purchased turn-key Subscriber Management System operating on an IBM AS400 platform.

On another 13-month project in the UK, this time for **Bell Cablemedia**, this telecom expert designed and implemented changes to the service installation and repair processes. Within a year, the completion rates for new installations rose from 82% to 96%, and the customer satisfaction ratings jumped from 81.6% to 97.1% over the same period. They further distinguished themselves on a project for **CasTel**, at the time a new entrant to the Netherlands integrated Telecommunications and CATV market place. This consultant's role covered all aspects of Customer Care with specific emphasis on the selection and implementation of a subscriber billing, order processing and fault management system. It included the development of an Installation Control Centre and a Network Operations Center and all associated business practices. All tasks were completed on time and were well designed; CasTel's goal of being able to meet its committed levels for customer service was readily achieved.

This exceptional candidate also worked on implementing IBM's Integrated Customer Management System (ICMS) for **Cable & Wireless Communications**. They led a team that successfully integrated the customer operations portion of three acquired systems from NYNEX, Videotron and Bell Cablemedia onto the ICMS platform, from both a technical and procedural basis. The keys to the success of this project included the transformation from "what is" to "what should be" operational and system procedures, the training that was delivered, and the depth and breadth of the process flow support documentation. This true professional had similar success on an assignment with **AT&T Canada** (now MTS Allstream) where they integrated the installation of a new ICMS with the existing systems. This project also required the development of the SAM file (service address master); fault management, telephone number management and the actual network build on ICMS.

On assignment at **Eftia OSS Solutions** this consultant was the Process Specialist providing telecommunications operational expertise to bridge the gap between clients' business practices and the specific modules being implemented. These included: network asset and circuit inventory, number management, fault control, work flow and order processing.

At **Ish Germany**, a Deutsche Telecom cable spin off entering the VoIP and HIS market, this important member of our team fulfilled the role of Customer Operations Specialist. They transformed an "out of control" Installation and Repair dispatch center into an effective I&R Control Center and also primed the selection and ultimate implementation of a mobile data solution for the company's field forces.

This consulting professional's strengths, whether conducting GAP Analyses of existing processes versus those required for new systems being implemented or managing OSS implementations and system integrations (including the organizing, developing and implementing User Acceptance Test plans and Operational Readiness Tests), have been admired and appreciated by clients over the years. A highly organized individual, who thrives when working in a team environment, this candidate is a Canadian citizen reporting out of our Toronto office.

Core Competencies:

- ◆ Program Management Office Infrastructure
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Workflow / Workforce Management
- ◆ Network Ops/Maintenance/Engineering
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

Telecom Market Experience:

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

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E, GTD5
- ◆ Operational Support Systems: ICMS, Bytel, CarePlus, PAIRS, P5300, Plant Cost Results, CAS, CALRS, IFMS, CRIS, Cablemaster, DPI
- ◆ Desktop Applications: MS Office, MS Project, MS Outlook, Netscape, Lotus Notes, Visio, RUMBA, Crystal Reports, ABC FlowCharter
- ◆ Programming Languages: SQL
- ◆ Databases: Informix, DB2, MS Access
- ◆ Hardware Environments: IBM 3090, VAX, UNIX
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows, Mac/OS MS-DOS

Academic and Industry Accreditation:

- ◆ BA (Labour Relations), University of Toronto, Toronto, Canada
- ◆ Diploma Business Law, Concordia University, Montreal, Canada
- ◆ Diploma Business Administration, Ryerson University, Toronto, Canada