



## Consulting Professional #36

### Telecom SME & Sr. Business Analyst

Consulting Professional #36 is a highly respected telecommunications veteran with more than 25 years of industry experience. This individual has worked in product management, customer care, and network operations, with some general management experience in retail distribution channels. An excellent strategic thinker with superior analytical skills, this candidate excels at developing product strategy, designing processes and process improvements, and managing their ultimately successful implementation.

This individual's career started with Bell Canada as a Network Operations Manager in South Western Ontario (SWO), with duties and responsibilities that included the management of: the Installation and Repair field operations, the Installation and Maintenance Call Center, and the Operator Services Call Center.

While engaged with Bell Canada as Director of Local Access Consumer Market, this consultant utilized their competitive analysis and strategic thinking skills as they positioned the company to be the service provider of choice for both local and long distance services with universities and colleges throughout Ontario. These efforts included collaborating as Bell's sole representative with Ameritech and Jones Cable to design, implement, and communicate Bell's strategy in the new CLEC market place; conceiving, developing, and implementing Bell's exclusivity strategy for the consumer multi-dwelling unit market in response to the increased competition from CLEC's, and; developing a new billing system to enhance the marketing of local access services to the consumer market.

This telecom expert has also fulfilled the role of Bell's SWO Regional Phonecenter Operations Manager, a 27-retail distribution channel with 280 staff, including customer care, order fulfillment responsibilities, new product introduction, and all aspects of staff management. They implemented process changes that resulted in a 32% improvement in sales effectiveness with a corresponding 7% reduction in operating costs. As Call Center Operations Manager, this consultant successfully led the consolidation of 9 Call Centers to 3, resulting in a 37% cost savings and improved levels of customer service. They also implemented a more efficient method of call center distribution through the establishment of common queue access.

In a consulting capacity, this individual has held product management and project management responsibilities at Rogers Telecom, as this newly formed division of Rogers Cable positioned itself as a CLEC in the newly deregulated local access marketplace. On another assignment, they were responsible for the process design and systems implementation of AmTelecom's back office service bureau. This assignment required designing an end-to-end process flow to facilitate both the service order and trouble ticket management of disparate CLEC network operations via a singular outsourced service bureau. On a more recent engagement this individual consulted at Saudi Telecom to help prepare them for the introduction of telecom competition in the Kingdom and led a Steering Committee that was responsible for identifying the changes required in the various billing systems to accommodate a competitive, interconnected marketplace.

In their consulting practice, this candidate eagerly shares their knowledge and experience with all team members. The leadership that they demonstrate, combined with their foresight, product development and process design experience, enthusiasm, negotiation skills and work ethic, makes them an excellent addition to any project team. A Canadian citizen, this consultant is located in the Greater Toronto Area.

#### Core Competencies:

- ◆ Program Management/ 4-TAÉ Methodology
- ◆ 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
- ◆ Network Operations / Maintenance / Engineering
- ◆ Finance / Decision Support
- ◆ Marketing / Business Planning
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

#### Telecom Market Experience:

	U.S.A.	Canada	S. America	Caribbean	Middle East
ILEC/RBOC/PPT	☑	☑	☑	☑	☑
CLEC	☑	☑			
CAP		☑			
Cable	☑	☑			
IXC		☑	☑	☑	

#### Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250
- ◆ Operational Support Systems: CALRS, PAIRS, BCRIS, IFMS
- ◆ Desktop Applications: MS Office, Visio, MS Project, Netscape, 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:

- ◆ Honours Bachelor of Commerce, University of Windsor, with studies in Finance and Marketing
- ◆ A variety of Bell Institute for Professional Development courses including TQA, Covey, Edward E Bono-6 thinking hats, Call Center Strategies, Active Leadership & Process Re-engineering

#### Other Distinguishing Characteristics:

- ◆ Active member of the Kitchener-Waterloo Chamber of Commerce
- ◆ 3-time Bell Canada President's Award winner for innovation, creativity and cost savings