



Consulting Professional #61

Solution Practioner - Dedicated Clients Services

Consulting Professional #61 is a highly prized telecommunications veteran with over 25 years of industry experience. This candidate has excelled in the numerous business architecture and project management roles they have played around the world, for both entrenched telcos and brand new competitors. They utilize their strong analytical skills, extensive knowledge of designing and implementing Work Force Management Systems (WFMS), experience in preparing and managing large budgets, expertise in creating and documenting business processes, and thoroughness in developing and delivering training, in every assignment. It is this wealth of experience and broad knowledge base, combined with a process orientation, that makes this individual so desired by our clients.

The majority of this consultant's career was spent at Bell Canada, where they held various management positions (Manager - Assignment and Control Center, Manager - Budget & Results, etc.) during their first 18 years there. The experience they gained in leading people, managing strict budgets, and developing ever-improving operational processes was important in helping this individual to succeed in their next assignment as Manager - Mechanization. In this role, they defined and documented user requirements, led the vendor selection process, developed and implemented an interface to BCRIS (Bell's customer management system), prepared testing procedures, and ultimately implemented a successful launch of an Installation Force Management System across all of Ontario and Quebec, affecting thousands of installation technicians and clerical staff. This expert received Performance Awards on four separate occasions for their exceptional contribution to this massive business re-engineering project.

This individual next put their talents to the test as a consultant for Bell Sygma, where they significantly streamlined operational processes, first by designing and implementing an interface between two systems which permitted the management of two separate technician forces to be handled in a single system, and next by implementing Hand Held Terminals for the field forces. These terminals permitted the field forces to remotely update work orders and retrieve new assignments, which drastically enhanced their productivity while improving customer service. On their next client engagement this telecom professional designed a Subscriber Management System that supported Centrex, Leased Lines, Business Lines and Virtual Private Network services for a new phone company in the Netherlands. This consultant's expertise in Provisioning and Network Inventory Management was of particular importance to the success of this project.

This professional has had several other successful international assignments, in both the UK and Brazil. they was responsible for defining the user requirements for the generic provisioning of services on a UK telephone company's Intelligent Network. This task involved conducting risk assessments, and developing cost/benefit analyses for the proposed business processes. Most recently, this consultant has been responsible for defining the user requirements for several Operational Support Systems for the launch of a new telephone company in Rio de Janeiro, Brazil, with a particular focus on service provisioning and service assurance processes.

During all of this individual's project work, they have demonstrated a positive attitude and a "can-do" spirit, regardless of the complexity of the task at hand. Clients have benefited greatly from this person's international experience, attention to detail, strong analytical skills, knowledge of OSS's, payroll systems and many workstation applications, and their ability to lead teams in defining, documenting, and delivering training for new business processes. Due to their background and project successes, this consultant is in high demand as a business architect around the globe. A Canadian citizen, this consulting professional reports out of our Toronto headquarters.

Core Competencies:

- ◆ Project Management / 4-TAÉ Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Budget & Results / Operations Management
- ◆ 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
- ◆ Network Operations / Maintenance / Engineering

Telecom Market Experience:

| | CANADA | EUROPE | LATIN AMERICA |
|---------------|--------|--------|---------------|
| ILEC/RBOC/PPT | ☒ | ☒ | ☒ |
| IXC | ☒ | | |
| CAP | ☒ | ☒ | |
| WIRELESS | | | ☒ |

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250
- ◆ Operational Support Systems: HHT, WFMS, ICMS, BCRIS, TIRKS, FACS, CALRS
- ◆ Databases: SQL, Crystal
- ◆ Desktop Applications: MS Professional Office Suite, MS Project, Netscape, Visio, ABC FlowCharter
- ◆ Hardware Environments: IBM 3090, HP3000, SUN, HP9000, AS400
- ◆ Operating Systems: Windows, MS-DOS, NT, UNIX