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PROPHET PROFESSIONALS

Consulting Professional #2

Project Manager & Sr. Business Architect

Consulting Professional #2 is a senior manager with 13 years of sales, marketing and project management experience in the telecommunications industry. A highly organized individual who is admired for their honesty and integrity, this individual brings a unique blend of sales and marketing savvy, along with a quality and process orientation, to every assignment. Their experience in business process design is extensive, and has revolved primarily around the introduction of new service offerings, in both an Inter-Exchange Carrier and Reseller environment.

An employee of AT&T Canada for over 10 years, this consultant was a key member of the Toll Free launch team in their job as Sales Process Manager, where they were responsible for the design, documentation, training, and implementation of the systems and operational processes for the sales, sales support, and order entry functions. This involved the design of a $10 million OSS which was installed across the country in 17 separately functioning business units and utilized by over 150 customer service and order provisioning representatives, and which also interfaced with all other key operational areas of the company, such as finance, billing, provisioning, and maintenance. They developed process documentation standards that were adopted by other functional areas of the company, improved sales Direct Measures of Quality (DMOQs) by 50% in the last four months of 1994 by implementing process improvements, and created an Order Management OSS - a company first! This was followed by the implementation of Advanced Network Routing Features, which involved an integration of OSSs and operational support groups with AT&T in the U.S. This consultant's efforts exceeded company expectations, and they were recognized with several awards for superior performance.

This candidate next applied their business architecture expertise as the Director of Commercial Services at ACN Canada, a switchless telecommunications reseller. In this capacity, they were responsible for everything from product pricing, product features, and marketing strategy to process design, OSS requirements, IT vendor management, and project management for the launch of long distance, calling card, and toll free services for the business market. This monumental task was completed in less than 5 months, and included developing sales support processes and training for the Canadian-wide sales force. They next introduced Paging services. This launch required some creative negotiations and process development with the underlying service provider - Shaw Paging -- and included an integration of OSSs between the two companies.

More recently, this expert launched an Internet service offering that was a resale of PSINet's network. This included all contract negotiations and the design of the automated registration and billing processes, which were accessible directly on-line or via a CD-Rom. As with Paging, these processes had to support sales efforts across the country and be supported centrally in the company's Toronto Call Center. This consultant was also a member of the Advance Team at ACN in preparing the launch of long distance services in several European countries, which launched successfully in Q4/99.

A process design expert, who is formally trained in quality practices, this individual is the ultimate team player who leads by example. They have the vision and analytical skill to engineer solutions that not only optimize current resources but also provide maximum flexibility for potential future changes in business requirements. Adept at negotiating with internal and external clients at the highest levels, this candidate is the consummate professional, and will make a most valuable addition to your project team. A Canadian citizen, this consultant reports out of our Toronto headquarters.

Core Competencies:

- Project Management / 4-TAÉ Methodology
- Business Architecture / Strategic Planning
- System Integration / Vendor Management
- Marketing / New Product Implementation
- Training Development and Delivery
- 13+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- Customer Care / Call Center / Billing
- Service Activation / Order Management
- Marketing / Business Planning
- Sales / Sales Operations & Training

Telecom Market Experience:

	CANADA	USA	EUROPE
ILEC/RBOC/PPT	☒		☒
IXC	☒	☒	☒
WIRELESS	☒		
ISP	☒	☒	

Technology Experience:

- CO Switch Platforms: DMS-250, DMS-100, 4E
- Operational Support Systems: IBIS, FARS, CLOC, CSP, TeleCare
- Desktop Applications: MS Professional Office Suite, MS Project, ABC FlowCharter
- Operating Systems: Windows 95/98, NT, MS-DOS

Academic and Industry Accreditation:

- MBA, Wilfrid Laurier University, Waterloo, Ontario, 1994
- Bachelor of Arts (Honours History), The University of Western Ontario, London, Ontario, 1984
- Juris Doctorate of Quality, Unitel Communications, 1993

Other Distinguishing Attributes:

- Member of Application Writing Team - Canada Award for Excellence, AT&T Canada, 1996
- Member of the Data Services and Toll Free Services Product Team, AT&T Canada