4-tel.com
PROPHET PROFESSIONALS

Consulting Professional #18

Program Manager & Sr. Business Consultant

Consulting Professional #18 is a highly successful telecommunications veteran with over 25 years of industry experience, whose corporate work and consulting engagements have seen them excel at everything from process re-engineering, organization consolidation, mergers, and strategy development, to operations management, project management and product development in a variety of telecom settings. A goal-oriented, results driven approach to problem solving, combined with superior facilitation, leadership, communication, and analytical thinking skills, has been fundamental to this consultant's success throughout their career. This expert's reputation is one of consistently bringing initiatives in on time and on budget, and meeting deliverables, while building lasting relationships with clients.

During a career at Bell Canada this consultant excelled at a variety of management roles in Operations, Customer Service, Engineering, Corporate and Human Resources, and Finance. While on foreign assignment as Senior Advisor, this individual built 2 Customer Service centres for Saudi Telecom before returning home to be responsible for supporting the efforts of 10,000 Operations employees. They managed to reduce customer trouble reports by 20% and improve customer satisfaction by 20% primarily through superior root-cause analysis efforts followed by the design, program management and implementation of new business processes.

This consultant's re-engineering efforts extend to provisioning and service installations, where they directed 650 employees at Bell Canada to reduce telephone system installations cycle time by 50% with a corresponding 9% reduction in costs. This expert later utilized their superior business architecture and program management skills to implement process and system improvements to the service order provisioning flow rate (30%) and cycle time (50%), and they designed and delivered visual dashboard measurements which focused the company on its primary processes to accelerate process improvement activities. More recently, they completed a diagnostic review of Customer Service Operations and found potential savings of $290 million and developed a framework for achieving deliverables.

As a consultant with over 20 completed projects, this individual has had very successful engagements with Rogers Cable, Rogers Network Services, Ontario Hydro, MCI, MT&T, Aliant Telecom, SaskTel and Bell Canada. At Rogers they trained and facilitated several teams to design and implement major changes to processes and organization for cable/ IP service installation, network operations and maintenance functions resulting in best-in-class performance. Significant business performance accomplishments include 50% improvements in network faults, provisioning rates and mean time to repair. At MT&T they were successful in facilitating a team to re-engineer the New Service Development & Introduction processes. This resulted in 20% faster time to market and significantly less re-cycling for reduced cost. On another project, they participated in a company merger and repatriation activities for IP service. This consultant's most recent engagement had them engaged as a Business Analyst and Project Prime for the development and delivery of 4-tel.com's Decision Support Solution at Bell Canada and SaskTel.

This candidate firmly believes that long-lasting business performance improvement is best achieved through a systems approach and by utilizing the efforts of the people within the organization coupled with a proven methodology and the guidance of experts. This approach and background, combined with this consultant's work ethic, organization and communication skills, vision and leadership make them highly desired by our clients, and an excellent addition to any project team.

A Canadian citizen, this member of our team is located in the Greater Toronto Area.

Core Competencies:

- Program Management/ 4-TAÉ Methodology
- Business Architecture / Strategic Planning
- Systems Integration / Vendor Management
- Organizational Change Management
- Budget & Results / Operations Management
- Marketing / New Product Implementation
- 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
- Finance / Decision Support
- Corporate Infrastructure
- Regulatory / Audits

Telecom Market Experience:

	U.S.A.	Canada	Middle East	Pac Rim
ILEC / RBOC / PPT	☒	☒	☒	
IXC		☒		
Cable		☒		
ISP		☒		☒
Wireless		☒		

Technology Experience:

- CO Switch Platform: DMS-100
- Operational Support Systems: PAIRS, CALRS, FSOS, Super System
- Desktop Applications: MS Office, MS Project, Excel, Visio, I Grafix
- Operating Systems: Windows
- Databases: Remedy

Academic and Industry Accreditation:

- Master Facilitator- Rummler- Brache
- Many executive seminars and workshops
- 2 years University (Business)

Other Distinguishing Characteristics:

- Co-authored a guide for Performance Management