



Consulting Professional #25

Project Manager & Sr. Business Architect

Consulting Professional #25 has 25+ years of experience in the telecommunications industry as a billing system and customer care platform expert. This expert's broad knowledge base of customer care operations, from billing, service order processing, payment processing, and collections to centralized mail remittance and mailing operations makes them an invaluable addition to any customer care and billing system client team. Combined with this wealth of experience is a tenacious attitude to get projects completed on time and on budget.

A great communicator and a tireless worker, this consultant is especially adept at establishing and maintaining an excellent working relationship with every client. They began developing these attributes during the early years of their working career at **Bell Canada**, where they developed measurement plans for Bell's corporate billing system, followed by a couple of years in Saudi Arabia developing a business plan for **Saudi Telecom**, and tracking metrics monthly against the plan. This was followed by several years in various Assistant Director positions where this individual was responsible for the line billing of over 2 million business and residential customers and consulting for Saudi Telecom on developing the billing systems, methods and procedures to handle the phenomenal growth in phone lines from 115,000 to 1.5 million.

More recently, this telecom SME led a team of 150 management and technical employees at **Bell Sigma** in the implementation of a new billing and collections system. The system was purchased from a US telco and required customizations to meet Canadian regulatory and taxation rules, in addition to needing custom interfaces built to permit connection to various legacy systems. At the time, this was one of the largest legacy systems integration projects in Canada.

Next, this consulting professional exercised his/her project management talents for **Saville Systems**. They successfully and to the customer's ultimate satisfaction project managed a product implementation of Saville's complex Convergent Billing System to this company's largest client. On a recent assignment this individual was instrumental in program managing the development, installation and operation of a dealer compensation system for **Clearnet Communications**. A significant obstacle to the successful conclusion of the project was the time constraints to implement the system prior to the Y2K freeze. The majority of user requirements were met within the time frame identified and a subsequent minor release was scheduled to enhance the system.

On their last assignment with **Eftia**, a supplier of OSS software, they interfaced with various Eftia clients to play an instrumental role in the smooth and timely integration and transition from the clients' existing systems. Many of these clients were "startup" Telcos lacking in the knowledge and experience to implement the OSS on their own. This consultant's experience proved invaluable to these clients.

This professional's industry acumen, international experience, superior knowledge of billing platforms and systems, and exceptional project management capabilities make them a highly valued resource by our clients. They excel at system integration projects and in ensuring that the needs of the user community are ably fulfilled. This candidate is a Canadian resident who lives in British Columbia, Canada and on a personal note, has a keen interest in restoring and driving British sports cars.

Core Competencies:

- ◆ Program Management / 4-TAÉ Methodology
- ◆ Program Management Office Infrastructure
- ◆ Business Architecture / Strategic Planning
- ◆ Organizational Change Management
- ◆ 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
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

Telecom Market Experience:

	USA	CANADA	EUROPE	MIDDLE EAST
ILEC/RBOC/PPT	☒	☒	☒	☒
CLEC	☒	☒		
IXC	☒	☒	☒	☒
CAP	☒	☒		
WIRELESS	☒	☒		

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E, GTD5
- ◆ Operational Support Systems: CBS, CBSS, MSA, ARICS, SASOS, CBP, P5300 Plant Cost Results, Master.Scribe
- ◆ Client/Server Applications: Oracle Financials, PeopleSoft Financials, SAP (R3 & APO)
- ◆ Desktop Applications: MS Office, MS Outlook, MS Project, Netscape, Visio, Crystal Reports, ABC FlowCharter
- ◆ Programming Languages: C Plus, Java, DB2, Cobol, and SQL
- ◆ Databases: Informix, DB2, and MS Access
- ◆ Hardware Environments: IBM AS400, Hitachi/IBM Mainframe (IBM 3090)
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows95/98, Mac/OS, and MS-DOS

Academic and Industry Accreditation:

- ◆ Telecommunications and Electronics Degree, East Ham Technical College, London, England, 1969

Other Distinguishing Attributes:

- ◆ Past treasurer and current active member of the MG Car Club of Canada