



Consulting Professional #58

Project Manager & Sr. Business Architect

Consulting Professional #58 is a seasoned telecommunications industry veteran. They have over 20 years of industry experience, primarily in the areas of training and course development. An affable personality, strong organization skills and business process acumen are but three in a long list of this individual's strengths. These attributes, when combined with an extensive technical knowledge of telecom services and a demonstrable expertise in service delivery and customer service processes, make this consultant an excellent addition to any business process transformation team. As a telecom training Subject Matter Expert, this consultant is second to none.

A true leader who is committed to excellence in customer service, this individual has earned numerous commendations for their work. At Bell-Telic they earned a personal commendation from the company president for their excellence in customer service, where they developed and delivered training for Bell Canada, AGT, and NBTel. This SME developed and delivered 20+ courses to Customer Care and Order Entry teams at MCI, where their responsibilities ranged from Interim Local Number Portability and Enhanced 911, to Inside Wire Co-ordination and Telecom Basics for New Employees.

More recently, this professional earned the highest commendation from Human Resource Development Canada for work completed there in developing and implementing a telecom technology course for New Telecom Professionals. The materials included voice and data services (Toll Free, Advanced Routing, Internet, ISDN, ATM, Frame Relay, Wireless, etc), Customer Provided Equipment (CPE), Networks, Switching, Signaling and Transmission, Excellence in Customer Service, CSR Job Fundamentals and CSR Sales Fundamentals

While consulting with a major Inter-Exchange Carrier, this consulting professional designed and delivered a Customer Care Order Co-ordination training program, which included co-ordination of training initiatives to meet the requirements of other Local Exchange Carriers (LECs). They have also successfully implemented training programs that were designed to increase the company's revenues from its low-revenue customers.

A list of this candidates areas of expertise is an extensive one, and includes:

- Order Coordination and Order Entry
- Interim Local Number Portability (ILNP)
- Customer Account Record Exchange (CARE)
- Line Information Database (LIDB)
- Enhanced 911
- Unbundling Local Loops
- Fulfillment
- CPE and Inside Wire Coordination
- Order Coordination and Order Tracking Overview
- Directory Assistance and Directory Listings
- Local Lines
- Voice Mail

Throughout their distinguished career, this member of our consulting team has exemplified a positive spirit and devotion to customer excellence. A natural leader who excels working in a team environment, this consulting professional is a Canadian citizen who reports out of our Toronto headquarters.

Core Competencies:

- ♦ Program Management Office Infrastructure
- ♦ Organizational Change Management
- ♦ Training Development and Delivery
- ♦ 20+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ♦ Customer Care / Call Center / Billing
- ♦ Service Activation / Order Management
- ♦ Finance / Decision Support
- ♦ Corporate Infrastructure
- ♦ Sales / Sales Operations & Training

Telecom Market Experience:

	USA	CANADA
ILEC/RBOC/PPT	☒	☒
IXC	☒	☒
CAP	☒	☒

ILEC/RBOC/PPT

☒ ☒

IXC

☒ ☒

CAP

☒ ☒

Technology Experience:

- ♦ Desktop Applications: MS Office, Lotus Notes, IMI, Visio, Netscape
- ♦ Operating Systems: Windows, Mac/OS, MS-DOS

Academic and Industry Accreditation:

- ♦ Bachelor of Arts (graduated Magna cum Laude), York University, 1996