



Consulting Professional #41

Telecom Prophet & Senior Business Architect

Consulting Professional #41 has over 25 years of telecommunications industry experience, the majority of it with Bell Canada in various Operations Management positions. A team player with proven creative, conceptual, analytical, project management and leadership skills, this candidate is particularly proficient at systems development and support, and the development, implementation and documentation of methods and procedures.

This expert is an excellent people manager and team builder, which served them well in both a distinguished career at Bell and subsequent consulting engagements. This consultant's 17 years in various installation technician, repair technician and central office management positions at the phone company prepared them well for an important two year stint as a site consultant to Saudi Telecom where they consulted in the areas of installation, repair and mechanization projects. This telecom professional successfully implemented a mechanized cable pressurization system across the Kingdom, including the creation and delivery of a training package, in Arabic, to the Saudi Nationals.

Over the next 10 years, this consulting candidate project managed the development, implementation, and ongoing support of the Installation Force Management System (INFORM), which resulted in annualized savings of \$500,000 per year and a one-time savings of \$1 million. This individual managed the implementation of Service on Demand to the line organization, a system that automated the flow of service orders from the order creation system through to dial tone, in addition to also developing a payroll system that utilized personal computers that resulted in \$750,000 in annualized cost savings.

As an Associate Director, this consultant designed and implemented Bell's Direct Marketing Centre, Canada's largest call centre with 625 positions in 3 sites. This major undertaking included assessing predictive dialing platforms and designing system enhancements to improve standard call center benchmarks that significantly increased the number of calls per agent.

As a consultant, this professional has provided advice to MCI on service implementation and the delivery of a wide variety of products in the local service arena, including service order provisioning, 911, CARE, and ISDN. They also assisted in developing processes for Unbundling of Local Loops and Interim Local Number Portability.

More recently this experienced professional has been instrumental in the creation of billing systems, Customer Care/Order Entry systems and procedures, and in defining Local Number Portability requirements and related processes for Teligent's entry in the CLEC market. On their latest project, they have just completed successfully implementing the Service Order System portion of a new OSS for a rapidly growing, medium-sized CLEC in the southern U.S.

In all of this consultant's project work, they have demonstrated a "can-do" spirit, a proactive approach, and an impressive attention to details, all of which result in on-time and on-budget project completions. This highly accomplished individual is a Canadian citizen who reports out of our Toronto headquarters..

Core Competencies:

- ◆ Program Management / 4-TAÉ Methodology
- ◆ Program Management Office Infrastructure
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Centre / Billing
- ◆ Service Activation / Order Management
- ◆ Network Operations / Maintenance / Engineering
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

Telecom Market Experience:



ILEC/RBOC/PPT	☒	☒	☒	☒
CLEC	☒	☒	☒	
IXC	☒	☒		
CAP	☒	☒		

Technology Experience:

- ◆ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E, GTD5
- ◆ Operational Support Systems: CAS, CALRS, PAIRS, P5300 Plant Cost Results, IFMS, BCRIS
- ◆ Desktop Applications: MS Office, Visio, MS Project, Netscape, RUMBA, Crystal Reports
- ◆ Programming Languages: SQL
- ◆ Databases: Informix, DB2, DCL, MS Access
- ◆ Hardware Environments: IBM3090, VAX, UNIX
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows, MS-DOS, VMS

Academic and Industry Accreditation:

- ◆ Engineering Technology Degree, Ryerson Polytechnical Institute, Toronto, 1966
- ◆ A variety of Bell Institute for Professional Development courses including TQA, Covey, Predictive Dialing, Call Centre Strategies, Billing College and Information Mapping

Other Distinguishing Attributes:

- ◆ Two-time Bell Canada President's Award winner for innovation, creativity and cost savings.