



Consulting Professional #11

Telecom SME & Sr. Business Architect

Consulting Professional #11 is a seasoned telecommunications professional with over 25 years of international industry experience who has consulted on projects across Canada, the United States, Europe, Latin America, and the Middle East. Having a background in Operations Management and implementing customer management systems, combined with consulting engagements across the full spectrum of telecom companies (IXC, Wireless, Cable, TV, OEM), makes this consultant highly sought after.

In addition to a vast wealth of experience, this individual brings a determination to excel, a keen eye for detail, and an impressive ability to lead project teams, to every client engagement. This consulting candidate has developed and nurtured these strengths, in addition to many others, from early in their career where they worked for Bell Canada. 20+ years at Bell afforded this candidate an opportunity to learn everything from people management (up to 170 employees across 6 different locations), and service installation and maintenance call centre management, to international assignments in Venezuela (CANTV) and Saudi Arabia (Saudi Telephone), where they were responsible for re-engineering the end-to-end order flow processes. During this time this person's Subject Matter Expertise in process design, systems design, architecture, implementation and integration, and workforce management was put to the ultimate test, primarily in service order fulfillment and customer service / service maintenance.

This telecom professional has done a lot of work in the past decade in the United Kingdom for Cable & Wireless. A highlight of their work there was the successful project management of the integration project for the IBM – Integrated Customer Management System (ICMS) with that of three acquired companies (NYNEX, Videotron, and Bell Cable Media). Some areas of their responsibilities included the Network tracking system, the Service/Fault Reporting/Tracking system, and the assessment of the new Subscriber Management Systems on behalf of the Engineering and Operations groups. This consulting professional also had to utilize their excellent vendor management skills when negotiating the Interconnect Service Level Agreements with both BT and MCI.

More recently, this individual led a team of consultants at CasTel, a start-up in competition with the PTT in the Netherlands. They successfully, and on budget, selected and implemented a Subscriber Management System and a telephone switch. They also determined and implemented a billing system and associated operational processes, in addition to implementing procedures for fault detection and clearance. On one of their latest projects, this consultant had been working with Cable & Wireless to ensure the successful implementation of their Integrated Customer Management System, with the prime focus being in the Network and Physical Plant areas.

This important member of our consulting team has a tremendous knowledge of technician dispatch, order installation and completion, and service maintenance systems and procedures, as well as a wealth of experience with implementing customer management systems. These attributes, combined with international work experience and project management expertise, make this consultant an excellent addition to any project management team. A Canadian citizen, this individual is located in the Greater Toronto Area.

Core Competencies:

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

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center
- ◆ Service Activation / Order Management
- ◆ Network Operations / Maintenance / Engineering
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits
- ◆ FMS Implementation

Telecom Market Experience:

	Canada	Europe	Middle East	South America
ILEC / RBOC / PPT	☒	☒	☒	☒
IXC	☒	☒		
CLEC	☒	☒		
Cable	☒	☒		
CAP	☒	☒		

Technology Experience:

- ◆ Desktop Applications: MS Office, Lotus Notes
- ◆ Operating Systems: Windows, Mac/OS, MS-DOS