



Consulting Professional #33

Program Manager & Sr. Business Architect

Consulting Professional #33 is a hands-on senior manager with over 25 years of telecom experience in systems integration and business process development. This individual is a highly engaging team-leader with extraordinary organization skills that allow him/her to successfully project manage many concurrent activities.

Their career started within the Information Systems department of Bell Canada where they worked in a variety of diverse and progressive positions including Systems Analyst, Systems Auditor and Systems Development Project Manager. They advanced their career when they joined Systemhouse Ltd where they excelled in a number of management positions. At Systemhouse, this consultant was primarily responsible for leading a team tasked with developing and implementing customized operational support solutions for the telecom industry in North America and abroad.

Coincidentally, it was during one of these offshore engagements that they were successfully recruited to join the senior management team of the Trinidad & Tobago Telephone Company as their General Manager. They had a very successful tenure in the Caribbean where they fulfilled a variety of leadership roles in Computer Services, Strategic Planning, Customer Care and Marketing. As the General Manager of Customer Service, this consultant led a team of 130 employees responsible for: customer inquiry, order entry, order provisioning, network activation, testing & completion, billing, account collection, trouble reporting and network maintenance. Due to their vision and leadership, this professional implemented many process improvements, which resulted in more efficient operating processes and improved levels of customer satisfaction. In this role, as with all of their past assignments, this individual's excellent leadership, team-building, and program management skills, and strong bottom-line results orientation made them instrumental to the outstanding business results and bottom-line dividends that the company accomplished during their tenure.

This work experience gave this individual a unique, well-balanced blend of hands-on technical competence and deep project management experience to lead technical engagements with assured success. Accordingly, this expert began their consulting career with us in 1995, and has compiled an impressive list of satisfied clients that includes: Northern Telecom, IBM, EdTel, AllTel, Cable & Wireless, Government of Canada Department of Supply Services, and the Republic Bank Ltd.

This telecom expert's most recent consulting assignment was as the Program Manager for the Republic Bank leading the successful merger with the Canadian Imperial Bank of Commerce. Their duties included the full integration and data marriage of the various stand-alone and duplicate legacy Operating Support Systems into one Best-of-Breed solution derived from within the existing assets of the two companies. They also led the business process re-engineering and the organizational change requirements of such an enterprise transformation. Their success on this project was the highlight of the bank's 1998 annual report, which proclaimed the 12-month program as "one of the most successful initiatives in the entire history of the company".

It is with this sort of exemplary track record that this consultant is one of our most sought after resources. This individual is a Canadian citizen residing in St. Anns, Trinidad.

Core Competencies:

- ◆ Program Management / 4-TAÉ Methodology
- ◆ Project 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	CARIBBEAN
ILEC/RBOC/PPT	☒		☒
CLEC		☒	☒
IXC	☒	☒	☒
CAP	☒	☒	☒
CABLE			☒
WIRELESS			☒

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CABLE			☒
WIRELESS			☒

Technology Experience:

- ◆ Operational Support Systems: POSS, P5300 Plant Cost Results
- ◆ Desktop Applications: MS Office, MS Project, Netscape
- ◆ Programming Languages: Fortran, Pascal, HTML
- ◆ Databases: SQL, MS Access
- ◆ Hardware Environments: IBM 360, VAX
- ◆ Operating Systems: Windows, Mac/OS, MS-DOS, NT

Academic and Industry Accreditation:

- ◆ Masters of Business Administration, University of Ottawa, Ottawa, Canada, 1983
- ◆ Bachelor of Computer Science, Concordia University, Montreal, Canada, 1975