



Consulting Professional #1

Senior Partner

Consulting Professional #1 has over 25 years of telecommunications experience. This consultant's strong operational background includes installation & repair technician, PBX service manager, repair bureau manager, budget and results manager, and Senior Director of a major accounts service center supporting Fortune 500 customers. This individual is renowned in the consulting world for combining the knowledge gained from this broad background with his/her program management skills, thought-leadership, and extraordinary vision, to the ultimate benefit of clients around the world.

This expert spent the first 10 years of their career primarily as a customer operations manager at Bell Canada, after which they were Director of Network Operations, and Director of Quality at Unitel Communications Inc. (now AT&T Canada), and General Manager for Architel Systems Corporation. This Subject Matter Expert successfully consulted to the telecommunications industry since 1985, where they have utilized their world-class facilitation and group leadership capabilities to assist some of the telecom industry's leading companies, such as: Deutsche Telekom, BellSouth, USWest, Bell Atlantic, GTE Hawaiian Telephone, Cincinnati Bell, Lucent Technologies, Telus, Rogers Communications, and Bell Nexxia.

Process improvement and corporate quality programs, including ISO9000 certification, comprised this professional's early consulting engagements. As they gained more and more experience, their role evolved to meet the most urgent needs of clients while best utilizing their skills and knowledge. Today, this consulting professional now leads the design/redesign efforts of clients' business operations to support their business strategy objectives. This includes: program management office (PMO) mobilization, strategic planning, business case development, business process engineering, methods & procedures documentation, organizational change management, union negotiation, and enabling technology identification & optimization.

The breadth and depth of the assignments this consultant has worked on is extraordinary, and only someone with their knowledge, experience, work ethic, enthusiasm, leadership, and facilitation skills could have completed them to their clients' full satisfaction. On one particular engagement they mobilized and managed the creation of a Program Management Office for a major U.S. RBOC's conversion to PeopleSoft financials, while on another contract they designed the end-to-end customer care and billing operations for a new U.S. CLEC. This candidate has also had recent projects where they led the re-engineering efforts of the service delivery chain for 2 major U.S. RBOCs and for 1 European PPT.

More recently, while consulting for a national Canadian cable company, this individual developed the client's business strategy and business case for entering the Local Access market, which included a macro plan that defined the project's critical path, major dependencies, staffing requirements, and budgetary allocations. On another project for a major U.S. telecommunications equipment manufacturer they led a solution integration lab to pilot their Operational Support System for managing telecom companies.

In every assignment, this professional ensures that the client reaches its business objectives by utilizing their published, and proven, 4-TAÉ methodology, which was constructed specifically to meet the unique needs of the telecom industry. Global market experience, broad operational background, strong communications skills, work ethic, and enthusiasm make this individual one of our most sought-after resources and an excellent addition to any project's management team. A Canadian citizen, this consultant reports out of our Toronto headquarters.

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:

	CANADA	USA	EUROPE	PACIFIC RIM
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ILEC/RBOC/PPT	☒	☒	☒	☒
CLEC	☒	☒		
IXC	☒	☒	☒	☒
CAP	☒	☒	☒	☒
CABLE	☒			

Technology Experience:

- ♦ CO Switch Platforms: DMS-100, DMS-250, 4E, 5E, GTD5
- ♦ Operational Support Systems: TMS5, PAIRS, P5300 Plant Cost Results, LMOS, COSMOS, CAS, CALRS, UDS, CRIS
- ♦ Client/Server Applications: Oracle Financials, PeopleSoft Financials, SAP (R3 & APO)
- ♦ Desktop Applications: MS Office, MS Outlook, MS Project, Project Workbench, Casewise, Erwin, Netscape, Lotus Notes, Visio, RUMBA, Crystal Reports, ABC FlowCharter
- ♦ Programming Languages: Primos-BP99, SQL, DCL
- ♦ Databases: Informix, DB2, MS Access
- ♦ Hardware Environments: IBM3090, VAX
- ♦ Communications Protocols: TCP/IP
- ♦ Operating Systems: Windows, MS-DOS, VMS, Mac/OS

Academic and Industry Accreditation:

- ♦ MBA, University of Alberta, Edmonton, Canada, 1989
- ♦ Bachelor of Arts, York University, Toronto, Canada, 1978
- ♦ Business Process Engineering Diploma, DTC, Denver, Colorado, 1997
- ♦ ISO Certified Auditor, QMI, Toronto, 1995
- ♦ Contract Law Diploma, Seneca College, Toronto, 1983

Other Distinguishing Attributes:

- ♦ Author of 4-TAÉ Methodology, and Network Enterprise Dividends business model