



Consulting Professional #72

Project Manager & Sr. Business Architect

Consulting Professional #72 has 15 years of engineering work experience in the telecommunications industry. They have played an instrumental role in the launching of new services, systems and business processes for established companies, as well as for start-ups in South America. In these various assignments this individual has demonstrated an expertise in operations planning, project coordination, network evolution, data translations, business transformation and documentation, all of which make them an ideal candidate for any number of client engagements.

An energetic worker with strong analytical thinking skills, this telecom professional has excelled in a number of positions at a variety of telecom companies, beginning with Northern Telecom, where they developed detailed installation procedures (including on-site verification, customer support, and troubleshooting) for switching and intelligent network products. As an Operations Planning Manager at AT&T Canada this consultant was responsible for planning, facilitating and managing the implementation of the company's new OutWats and Calling Card services. In an Engineering capacity at Rogers AT&T Wireless, this consulting candidate designed and project managed network routing plan changes during a network traffic migration project to ISUP lines. All of these assignments were successfully completed, in part due to their multi-tasking capabilities and acute attention to project details.

As a consultant, this individual project managed the network design and installation, including test case design and deployment, for a start-up wireless communications company in Brazil. They designed and documented the feature functionality, from a Network and a Marketing viewpoint, as well as created a troubleshooting database for the transition to the in-service environment. In addition, this SME utilized their vendor management skills to successfully manage the relationship with Ericsson pre-and-post launch, all to their client's full satisfaction.

Most recently, this candidate has been assisting a high-tech recruiting firm with its strategy and process design for a web-based communications plan, which includes everything from content development and site design to evaluating bid proposals from major telecom carriers for broadband data connectivity and services.

Throughout their career, this member of our consulting team has demonstrated their ability to design, implement and document efficient operational processes, in a variety of telecommunications environments. This consultant is equally adept in a project management role, where their strong organization skills, team leadership and budget management capabilities, and vendor management acumen are required. A Canadian citizen, this individual reports out of our Toronto headquarters.

Core Competencies:

- ◆ Program Management Office Infrastructure
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Marketing / New Product Implementation
- ◆ 15+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Network Operations / Maintenance / Engineering

Telecom Market Experience:

	USA	CANADA	LATIN AMERICA
ILEC/RBOC/PPT	☒	☒	
CLEC		☒	☒
IXC	☒	☒	
CAP	☒	☒	

Technology Experience:

- ◆ Switch Platforms: DMS-100, DMS-250, AXE-10
- ◆ Operational Support Systems: Custom / Proprietary, Remedy, LMOS, CALRS
- ◆ Client/Server Applications: Custom / Proprietary
- ◆ Desktop Applications: MS Office Suite, MS Project, MS Outlook Netscape, ABC FlowCharter
- ◆ Programming Languages: Fortran
- ◆ Hardware Environments: IBM 3270, SUN
- ◆ Databases: MS Access
- ◆ Communications Protocols: TCP/IP, Frame/Cell Relay
- ◆ Operating Systems: Windows, Mac/OS, MS-DOS

Academic and Industry Accreditation:

- ◆ Bachelor of Applied Science, Electrical Engineering, University of Waterloo, Waterloo, Ontario, 1985.
- ◆ Member of Association of Professional Engineers of Ontario.
- ◆ Certified DMS-100 Family Products Analyst/Translations
- ◆ Certified AXE Family Products Analyst/Translations
- ◆ Industry Education on CCS7 Operations, ISDN, Cellular & Intelligent Network Products