

## PROFESSIONAL SUMMARY

### Architect and Project/Organizational Leader

Customer-centric and results-driven senior architect and director experienced in implementing enterprise solutions and delivering consistent high-quality results and value to clients. Regarded as accomplished and versatile architect and manager, leading and building team of skilled architects and consultants. Over 16 years of professional services experience providing enterprise solutions and architecture expertise in the Telecommunications and Cable Industry.

#### Areas of Expertise

- Project management
- Enterprise Architecture & Solutions
- Architecture Team Development
- Service Offering Development
- Process Definition & Improvement
- Performance Engineering
- System Integration

#### Industry / Functional Expertise

- Telecommunications & Cable
- CRM, Order Management / Provisioning, Billing & Rating
- Consulting & Professional Services

## PROFESSIONAL EXPERIENCE

Consulting & Professional Services Organization

2003 – 2009

### *Telecommunications Industry Consulting*

Director – Professional Services Group

#### Project Work

Managed over multiple solution implementation and enterprise architecture projects for Tier 1 and Tier 2 Telecommunications and Cable service providers, including T-Mobile, MTS Allstream, WildBlue, COX, Qwest Communications, and AT&T. Project team sizes ranged up to 40+ architects and developers. Developed accurate project estimates and resourcing needs. Identified required skill-sets and project deliverables. Built collaborative working environment for team that encouraged new ideas and suggestions for improvement. Provided architecture oversight, training and coaching

- ❑ PROJECT PLANNING, ESTIMATING & QUALITY: Developed Solution Review process to ensure consistency, solution feasibility, product strategy conformance, executive buy-in, and high quality to all global solutions proposed to clients. Organized and chaired a Solution Review Board, which consisted of executives from all parts of organization.
- ❑ METHODOLOGY DEVELOPMENT: Led team responsible for developing processes, templates, and tools for the organization's Global System Implementation Methodology.

# RTM CONSULTING

## CANDIDATE RESUME

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- ❑ **TECHNICAL ARCHITECTURE:** Performed architecture assessment to develop strategy for implementing web-based CRM application to overlay existing legacy solution for a major cable provider. Provided detailed gap analysis, implementation estimates, and recommendations on integration strategies. Resulted in successful implementation /deployment of CRM application with legacy solution.
- ❑ **SYSTEM PERFORMANCE:** Led team to on a performance analysis of critical production systems for a broadband satellite provider. Identified and resolved several performance and reliability issues with system, database and application configuration. Improved overall performance and reliability by 3-4x.
- ❑ **HIGH AVAILABILITY:** Performed Proof of Concept (PoC) to support High Availability, including use of Oracle RAC and application clustering to support client's High Availability goals for 99.99% to 99.999% availability. Successfully completed PoC on-schedule and under budget. Wrote and delivered document discussing approach and results of PoC to client, along with detailed proposal and estimate.

Managed team of six solution architects and supported proposal efforts for 15+ proposals in the past two years, leading to successfully closing five new business opportunities. Developed responses to RFI/RFPs, architected end-to-end solutions, provided architecture oversight, and resource management. Presented solutions during vendor presentations, developed and presented solution demos and scenarios. Promoted use of virtualization, using VMWare Infrastructure solutions, to create and support demo VM images, through CLOUDS and as portable VMs. Resulted in faster turn-around times in providing new demo environments, increased reusability, and provided flexible demo platform options.

- ❑ **WEB SELF CARE:** Submitted business case and received approval from VP to develop custom web self-care solution as Proof of Concept. Sold custom web self-care, in conjunction with other company core products, to national pre-paid wireless service provider. Estimated TCV of 18mil \$\$, and successfully deployed solution in less than eight months.
- ❑ **CLIENT MANAGEMENT & TECHNICAL ARCHITECTURE:** Led technical discussions with potential client architects to discuss integration approach and strategies for overlaying their custom web UI with company' Order Management and Billing/Rating solutions during vendor meetings. Resulted in signed contract for service bureau contract to implement and manage company solutions.
- ❑ **SYSTEM DEVELOPMENT LIFE CYCLE:** Managed team in development of end-to-end Customer Care, Order Management and Billing/Rating solution and demo for a global satellite TV provider. Resulted in signed contract for multi-phased implementation.

Cygent (Telecommunications Software Company)

2000 – 2003

***Professional Services Group***

Solution Architect

Led team of functional and technical architects and developers in the Professional Services group to successfully implement and integrate Cygent customer care, ordering and order management solutions.

- ❑ Led team of functional and technical architects, working with third party system integrators, to successfully implement and integrate Cygent solutions for approximately six Telecommunications service providers over three years. Supported various integration mechanisms, both point-to-point and via EAI. Completed projects on schedule with high customer satisfaction scores.
- ❑ Identified and resolved performance and reliability issues for production environments for self care solution for a major telecommunications company. Improved overall performance by ten-fold.
- ❑ Led technical discussions with potential client architects on Cygent's application and integration architecture. Successfully sold, implemented and deployed solution for a major telecommunications company. Managed team to develop and execute performance plan and test to provide hardware sizing and capacity plan to support up to 4,000 CSRs generating over 150,000 orders per day. Developed deployment strategy and physical/logical deployment configuration for production environment, including strategy and tools to set and monitor system resource utilization, thresholds and log files. Provided trouble-shooting expertise to identify application bugs and developed fixes to deploy to production. Helped production support to identify and resolve critical production issues.
- ❑ Created processes and guidelines for customizing and integrating Cygent solutions, including templates and tools to support client implementations. Enforced consistency and guidelines to support repeatability of process and upgradability of solution.

# RTM CONSULTING

## CANDIDATE RESUME

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Accenture (formerly Andersen Consulting)

1994 – 2000

### ***Communications and High Tech Consulting Practice***

Manager

Managed team of functional and technical architects and developers to successfully implement customer care, ordering, provisioning, and billing solutions for Tier 1 Telecommunications service providers, including Bell Atlantic (now Verizon), Iridium LLC, and Alltel. Projects were completed on schedule and successfully deployed, with additional phases of engagement requested by client.

- ❑ Managed project's architecture team at Bell Atlantic during implementation of custom solution, Sales and Service Negotiation System (SSNS). Successfully implemented and deployed multiple phases of custom solution. Provided architecture support to development and test teams, including custom tools for performance testing to generate volume and capture/report on performance statistics, set of common architecture libraries used by development teams, and a data access GUI tool to perform CRUD activities for reference data.
- ❑ Led team of system administrators, DBAs and performance architects to support and operate environments for over 100 project team members for Iridium LLC. Developed process and tools to automate build and release management activities. Wrote library of common functions, including error handling/messaging and data access functions, used by all components to promote modularity, reusability, and consistency.
- ❑ Developed detailed scope/approach for defining HA solution for custom billing system to support over 12mil subs for Alltel. Worked with Gartner Group to manage and coordinate the RFP process, vendor meetings, vendor solution presentations, and evaluation/scoring of the RFP responses. Developed cost model for each vendor solution to show TCO to present and make recommendations to executives

## EDUCATION

**Double-Degree: Bachelor of Art in Computer Science and Bachelor of Music in Piano**

1992

Oberlin College of Arts & Sciences, Ohio

## SKILLS

J2EE, BEA Weblogic, Oracle (RDBMS and PL/SQL), Unix shell/perl scripting, Jakarta Ant, Unix (Solaris, Linux), LoadRunner, OptimizeIT Profiler, MS Visio Professional, MS Project, Convergys Infinys CSM 5.x, Convergys Infinys Rating & Billing 4.x, Cygent, VMWare Server and Player