

PROFESSIONAL SUMMARY

Twenty-year career focused on the consulting, software, and telecommunications markets, providing business and technical solutions to global service providers.

- Dynamic leader capable of managing large teams and complex delivery environments.
- Extensive experience the sale and execution of consulting and professional services engagements
- Extensive experience in the sale, architecture, design, and implementation of large scale software and services solutions, with an emphasis on CRM, ordering, workflow, and billing.
- Domestic and International Billing and Customer Care project experience in the internet, wireline, wireless, satellite, conferencing, interconnect, reseller, and convergent sectors of the industry.
- Excellent communication skills, from C-level business executives to technical architects.
- Skilled program leader with excellent organizational, written and oral communication, and motivational skills

SELECT PROFESSIONAL EXPERIENCE

Technology Consulting Services Firm

2007 – Present

CRM / Telecommunications Consulting

Vice President

Provide executive-level CRM, workflow, and billing consulting to clients in North America.

Responsibilities high level architecture, business case development, project Q&A, and CRM subject matter expertise to multiple communications clients. Recent projects include:

- *CRM Analysis and Architecture Recommendation* – Worked with the COO and CIO to craft a long term CRM vision and subsequent architecture for a large global communication provider. Subsequent responsibilities included breakdown of the architecture into relevant projects. Specific Deliverable for this engagement
- *CRM Training/Primer for client personnel* – provided comprehensive CRM overview including CRM history, trends, industry approaches, software options, and delivery best practices. Training was essential to the overall CRM effort, ensuring all stakeholders had the same reference point and terminology for project initiation and prioritization
- *CRM Architecture* – Provide end to end architecture deliverables to manage the process from budgeting to project inception
- *Workflow & Business Process Optimization* – Worked with the CIO and COO and their organizations to bring rigorous business process management to their operations. Identified and facilitated acquisition of BPM software, aligned BPM Strategy with overall CRM vision, and

RTM CONSULTING

CANDIDATE RESUME

provided detail Q&A over numerous workflow projects that have been implemented or are in the process of being implemented.

Global Software and Services Organization Company

2001 – 2006

Telecommunications Focus

Director – Solution Architecture, Director - Sales

Sales Director Responsibilities

Responsibilities included business development, solution development, and contract negotiations for North American Technology and Communication clients. Recent clients include Qwest, Cisco, Palm, Yahoo, CDW, 3Com, Verizon, BellSouth (now at&t), Wildblue, SBC (now at&t), MTS/Allstream, J2, Frontier, Level (3), and Aliant. Also managed teaming relationships with systems integrator, software, and hardware partners such as IBM, SAP, BearingPoint, Tata (TCS), and Accenture. Business development responsibilities included interactions with C-level in both the business and IT communities.

Achievements:

- Closed numerous consulting, software, and support contracts
- Upgraded key customer accounts from ‘threatened’ to ‘strong reference’
- Provided industry leadership to Product/Marketing teams to optimize product effectiveness and sales opportunities

Solution Architecture Responsibilities

- Initiation and maintenance of customer relationships across the organization (currently maintain 100+ relationships with Verizon and Qwest across all lines of business and IT).
- Project oversight for all implementations
- Up-selling and cross-selling of Convergys products and services.

RTM CONSULTING CANDIDATE RESUME

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Consulting Services Firm

1993 – 2001

CRM / Telecommunications Consulting

Founder / President

Established consulting firm to provide world class consulting to leading domestic and international communications providers. Summary of Clients:

- 4/00 – 10/00 Cable & Wireless - Billing & Customer Care Expert; Billing Ops
- 1/99 – 4/00 IBM - Billing & Customer Care Expert
- 9/98 – 3/99 Savera Systems - Interconnect Billing Consultant
- 3/98 – 8/98 IBM - Lead Functional Architect
- 1/97 – 7/98 Lucent Technologies - Lead Requirements Architect
- 9/92 - 11/96 Pacific Bell - Chief Architect; Billing Ops

ACCENTURE (formerly Andersen Consulting)

1989 – 1991

Telecommunications Focus

Consultant / Business Analyst

Consulted at Pacific Bell in the development of a massive Telecommunications Customer Care (CRM) and Billing application. Supervised a group of 10 to 12 Andersen and client personnel in the Pricing and Promotions functional area. Responsibilities included the training and development of a team of inexperienced programmers into a cohesive application development unit that met all programming/testing deliverables in a very aggressive timeframe.

One of the initial group of programmers at the client and consequently created many of the standard practices that would be used by more than 500 analysts and developers. Worked as Programmer/Analyst in the Pricing and Promotions functional area. Served as System test and Integration test liaison for the functional area.

EDUCATION

Bachelor of Science, Finance

1989

Santa Clara University, California