

## **Introduction**

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I have been involved in the technology industry since 1980, primarily in voice telecoms.

Within the telecom field I have extensive knowledge of contact centre technology, PBXs (TDM and VoIP), voicemail systems, network management systems, toll fraud prevention, key systems, and general telecom issues. In keeping with the trend of integration of technology, I have gained knowledge in client/server architecture, LAN/WAN architecture, networking, databases, and web design. Through my work I have gained skills in business and project management.

My career plan is to provide valued solutions by transforming business requirements into effective, efficient, and workable solutions in order to meet the challenges created in today's global work environment. This is accomplished by; applying strong analytical skills; applying my extensive experience coupled with innovative thinking to apply the appropriate technology and process; using a creative methodology for problem solving; having excellent organizational skills; maintaining a broad base of general knowledge; and invoking my unwavering passion for creating the best possible solution.

I provide valued customer experiences through consulting, training, system management, project management, system design, process design, technical and business system analysis.

Holding valid passports for each country, I am a citizen of both Canada and the United Kingdom.

## **Professional Experience**

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**Systegral - (Pickering, ON) ..... 2010 to present**

Director

Providing business or technology solutions that are progressive and forward thinking, thereby providing our customers the best products or services.

Anything and everything we do is designed to be the best, as that is what our customers deserve. Being less than the best is a busy, crowded place. We like being above that crowd.

**Key accomplishments:**

- Fully satisfied customers.

**TELUS - (Markham, ON) ..... 2006 to 2010**

Application Design Consultant - National Contact Centre Applications Team (NCCAT)

My **responsibilities** within the team were to provide consulting services to sales reps, other technical staff, and to customers in respect of contact centre solutions employing complex technology. Primarily this was on large complex customer projects which required my extensive and broad experience.

The activities involved business requirements gathering, innovative solution design, Statement of Work (SoW) documentation, solution implementation, training, and support documentation. My responsibilities involved all parts of a project life-cycle. The technology was typically Nortel or Cisco for customer premise based solutions, or CallCentreAnywhere, a TELUS fully hosted offering.

**Project activities** included; business requirements gathering and refinement; creation of Statement of Work (SoW) documents; complex contact centre design and implementation, including integration with 3rd party systems; participation as a key personnel on a small team for Cisco Unified Contact Centre Enterprise (UCCE) lab design and implementation; and creation of base Feature Document, plus a SoW template for Cisco UCCE solutions.

**General services** involved; interfacing with sales specialists as a contact centre expert for both pre-sales and implementation stages; interfacing with engineering groups to provide contact centre elements for system quotes; interfacing with technicians for implementations; providing tier 3 advanced technical support to the contact centre support team for complex troubleshooting; and to maintain knowledge proficiency on product updates.

**Key accomplishments:**

- Provided solid, forward looking, flexible designs to the project team within challenging timeframes.
- Provided expert solutions to otherwise unresolved support issues.
- Provided direction and constructive feedback to achieve success for continuous improvement initiatives.

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**Loyalty Management Group - (Toronto, ON) ..... 2005 to 2006**  
Manager - Telecom & Network Services

My **responsibilities** were to manage the Telecom group providing voice services and the Network group providing the data services. Based in Toronto, Ontario, with five offices located across Canada, the company was responsible for the Air Miles consumer loyalty program in Canada. The telecom equipment was primarily comprised of the Nortel Contact Centre Suite, Call Server 1000M PBXs, CallPilot, Meridian Mail, and other integrated telephony products. The data network equipment was primarily Cisco equipment.

**Management responsibilities** included; managing a \$2 million annual operating budget; annual capital budget planning; strategic direction planning; staff training and mentoring; and directing staff work assignments.

**Project activities** included; identification of equipment and configuration deficiencies, leading to a major capital upgrade of equipment; general system stabilization; IP enabling of the PBX for VoIP trials; mobile equipment upgrades; new technology assessment; and office relocation planning.

**General services** involved; vendor selection and ongoing management, including services provided, service levels, and cost; business recovery planning; process improvements; staff education; a new invoice reconciliation process, eliminating long standing process omissions; and internal chargeback billing simplification providing operational efficiencies.

**Key accomplishments:**

- Designed and implemented hardware systems upgrade and provided modern configuration roadmap.
- Improved efficiency and effectiveness of invoice and operational processes.
- Reflection of positive results of staff education and development.

**Other Professional Experience**

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<b>RBC Financial Group</b> .....	2004 to 2005
<b>Systegral</b> .....	2002 to 2004
<b>TMC Solutions, Ltd. (UK)</b> .....	2000 to 2002
<b>Intria / CIBC Insurance</b> .....	1997 to 2000
<b>International Travel</b> .....	1995 to 1996
<b>Ontario Hydro</b> .....	1990 to 1995
<b>Independent Contractor</b> .....	1988 to 1990
<b>International Travel</b> .....	1987 to 1988
<b>Bell Canada</b> .....	1984 to 1986
<b>University Co-op Workterms</b> .....	1980 to 1983

Previous experience is detailed at [http://www.systegral.com/tmc/cv\\_index.php](http://www.systegral.com/tmc/cv_index.php) .

**Education and Professional Affiliations**

B.A.Sc (Electrical Engineering - Management Science Option) - University of Waterloo - 1984

Licensed Professional Engineer (Professional Engineers Ontario) - 1986

Institute of Electrical and Electronic Engineers (IEEE) - member since 1983

Additional information is detailed at <http://www.systegral.com/tmc/edu.php> .

**References**

Available upon request.