

## Performance Profile:

Dynamic, highly experienced operations leader who has demonstrated ability in leading diverse, cross-functional teams of professionals to new levels of success. Strong technical and business qualifications with an impressive track record of hands-on experience in strategic planning, business unit development, project management, and execution of corporate strategies. Proven ability to successfully analyze an organization's critical business requirements, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing competitiveness, increasing revenues, and improving customer service offerings. Proficient in leveraging internal strengths and resources, people, technology, products/services, to achieve organizational success. Forward-thinking, innovative, decisive leader, accustomed to and effective in high-profile roles, making high-stakes decisions, driving positive change and overcoming complex business challenges.

### **Professional Experience:**

**2009 – 2014      Apple INC      Cupertino, CA**  
**Global Conferencing Services Manager, Video, Audio & Broadcasting Network**

- Managed team that developed global video equipment standards and supported end user training.
- Managed development of Apple Global Videoconferencing standards and unified VC directory.
- Managed global operations support for 450+ VC endpoints and global VC bridging infrastructure using Tandberg/Cisco/Codian/Acano equipment.
- Negotiated video equipment purchases and managed vendor relationship with Tandberg/Cisco.
- Managed global audio conferencing for 30,000+ users and provided end user training.
- Responsible for PGi Audio and Cisco WebEX account relationships.
- Managed RFP and cost analysis for multiple web conferencing vendors.
- Responsible for live streaming events to 5,000+ Apple locations for product keynote, new product announcements and World Wide Developers Conferences.
- Managed support of Cisco CDS HTTP webstreaming technologies.
- Managed \$5M annual projects and \$8M global operations budgets.
- Vendor management: Maintained vendor relationships for all conferencing services. Ensured that Service Level Agreements (SLA) was consistently met.

**2005 – 2009      Apple INC      Cupertino, CA**  
**Telecom Manager, Corporate Headquarters & Retail Stores Voice Services Support**

- Managed Corporate Telecom Operations for 80 buildings.
- Developed Telecom operations standards using Avaya PBX and voicemail systems.
- Managed Telecom team of five engineers, 25 contractors for 24/7 support.
- Managed teams deploying Avaya PBX to 40 domestic retail stores per year.
- Evaluated and deployed residential telecom system for Apple's top executive.
- Managed \$10M telecom operations budget for circuits, audio conferencing and equipment services.
- Vendor management: Maintained vendor relationships for all telephony services. Ensured that Service Level Agreements (SLA) was consistently met.
- Participated and influenced cross functional teams for integration of voice and data technologies.

- Produced telephony metrics relative to business requirements. Provided data analysis and action plans to continually improve systems performance and maintain operational budgets. Set priorities, established measurable objectives, and provided metrics reporting to departmental leadership.
- Sustained accurate fixed assets inventory.

**2004 – 2005      Federated Systems Group      San Francisco, CA**  
*IT Manager, San Francisco Voice and Data Support*

- Managed Field Services Support Division of 15 Telecommunications and LAN Analysts.
- Assumed new responsibilities to manage support of LAN/WAN, POS, and ATM network operations support as part of new corporate initiatives.
- Developed “team blending” strategy, integrating voice and data disciplines.
- Developed and implemented advisory communications into single source reporting tool.
- Directed efforts to centralize systems documentation (LAN/TEL/POS) and increased efficiency of ‘on-call’ support.

**2002 – 2004      Federated Systems Group      San Francisco, CA**  
**Regional Telecom Manager, West Region Voice Operations**

- Managed 11 Telecommunications Analysts responsible for voice systems support for 150 retail stores in the Western Region.
- Divisions supported: Macy's West, Bloomingdales, and Bon-Macy's.
- Implemented regional support strategy maximizing the versatility of the team to meet increasing challenges supporting 150 stores geographically disbursed.
- Developed and implemented Voice Outage Alert system to advise divisional representatives increasing response time by 100%.
- Increased Telecom Team versatility by implementing inter-team cross-training initiatives.
- Adapted use of automated system for tracking Telecommunications MAC and Repair requests increasing department accountability by 100%.
- Initiated weekly status reporting to divisional technology leaders gauging compliance with established Service Level Agreements (SLA).
- Managed PBX installations of Siemens HiPath 3000 PBX for four new stores.

**1996 – 2002 PricewaterhouseCoopers, LLP San Francisco, CA  
Regional Telephony Leader, West Region Voice Operations**

- Responsible for West Region telecom operations comprised of 40 offices in 9 states and 6,500 staff.
- Managed telecom support staff consisting of 7 telecom analysts.
- Liaison to Facilities Operations support for telecom.
- Directed procurement, installation, maintenance and management of all software and hardware contracts related to PBX Telephone and Voicemail systems.
- Coordinated regional calling card and cellular phone plans.
- Produced, tracked and managed \$4 million dollar regional budget.
- Performed voice bill audit and reduced annual expenditures by \$750 thousand dollars.
- Implemented regional call accounting system, established account controls on telecom services.
- Negotiated regional contracts with telecom vendors for discounted telecom rates.

- Met quarterly as national telecom team to develop firm wide operations plans.
- Developed telephone service standards for office telecommunications features used nationwide.
- Developed and implemented telecommunications disaster recovery plans for all west region offices.
- Managed 40 new PBX/Voicemail installation projects, office consolidations, and relocations.
- Managed 36 PBX/Voicemail hardware and software upgrades for west region including DCS+ networking.
- Coordinated weekly project planning meetings.
- Member of a national team, which developed, communicated and implemented major telecom project as part of a merger. (Price Waterhouse LLP and Coopers & Lybrand LLP).
- Managed national circuit migration project consisting of 50 T1s with Sprint.
- Managed regional circuit audit project, which identified unused telecom service and reduced monthly costs by 35 percent.
- Participated in a national team, which evaluated RFP/RFQ vendor responses for national VoIP convergence project.

**1995 – 1996                      Price Waterhouse, LLP                      San Francisco, CA**  
**Telecommunications Senior Analyst**

- Provided PBX/Voicemail support to San Francisco and San Jose offices including end-user training for staff of 3,000.
- Installed and assured integrity of new telephone circuits.
- Performed all MAC (moves, adds, changes) for San Francisco and San Jose offices.
- Provided operations administration of complex multi-node ROLM CBX and Phonemail systems.
- Managed migration from ROLM to Lucent Technologies telephone and voicemail systems.
- Facilitated end user training to migrate to new Lucent Technologies telephones.

**1993 – 1995                    IBM Corporation                    San Francisco, CA**  
**Advisory Telecommunications Analyst**

- Provided support for regional repair call center for 12 agents.
- Supported and maintained multi-node Rolm PBX and Phonemail system.
- Performed MAC and provided end-user support for seven IBM offices in the western area.
- Technical project coordinator for major personnel relocation in real estate reduction project which included implementation of Rolm Phonemail networking.

- Managed equipment inventory control for five offices totaling 5,000 assets

**1990 – 1991                    IBM Corporation                    San Mateo, CA**  
**Assistant Facilities Manager**

- Managed all aspects of two building facilities operation, including Telecom MAC

**1988 – 1990      IBM Corporation      San Mateo, CA**  
*Warehouse Inventory Accounting Specialist*

- Managed \$35 million dollar parts inventory. Performed various aspects accounting duties.

**1984 – 1988            IBM Corporation**  
***Thin-film Photolithography Specialist***

**San Jose, CA**

- Inspector on thin-film wafer manufacturing line. Engineering assistant operating a scanning electron microscope.

**1975 – 1984            United States Navy, Naval Security Group**  
***Russian / French Linguistic Cryptologist***

- Performed various cryptologic analysis duties in the Naval Intelligence community with Russian and French languages.
- Maintained DOD TOP SECRET security clearance.
- Stationed in Rota, Spain 1976 – 1979, Misawa, Japan 1981 – 1984.

**Education and Technical Training:**

- Avaya certifications – PBX G3R, Si, Prologix, Audix and ARS.
- Siemens (Rolm) certifications – PBX 9751, Phonemail and networking administration.
- Attended San Jose City College.
- Defense Language Institute, Monterey, CA – Intensive Study Program for Russian and French Languages.