

IAN FINAL

SENIOR TECHNOLOGY PROFESSIONAL

Systems & Project Management / Technology Deployment

Technical management professional with 20 years' experience leading and supporting engineering operations as part of deploying, testing, integrating, upgrading, and troubleshooting complex network systems for large global technology companies – generating millions of dollars to top and bottom lines. Successful at building and leading technical engineering teams in designing, developing, and deploying state-of-the-art network systems. Exceptional at aligning system specifications with customer requirements to deliver bottom-line performance and customer satisfaction. Verifiable track record identifying and resolving system performance issues across large networks.

CORE LEADERSHIP COMPETENCIES

Team Leadership & Collaboration	Project & Engineering Management	Global Account Management
Resource Planning & Execution	Technical Solution Design & Deployment	Customer Relationship Development
Budget & Cost Accountability	Engineering Installations & Integrations	Continuous Process Improvements

PROFESSIONAL EXPERIENCE

Mobile Company

1989 – 2009

Engineering Section Manager (2004 – 2009)

Fortune 100 global communications leader with annual sales exceeding \$30 billion.

Promoted to lead operations and a team of 20+ engineers and contractors responsible for market upgrades, new deployments, system support, and new product introductions in the Southwest and Central United States. Directed a \$3+ million annual budget with oversight for project scheduling and staffing, engineering service delivery, pricing, RFQs/SOWs, testing functions, risk assessment and mitigation, and top-tier customer support. Oversaw deployment activities for telecommunication and data networks in 20+ markets across the U.S.

Selected Achievements

- \$400 million in revenue growth garnered by establishing a new pricing structure based on resources and training requirements needed to deploy new technology projects and services.
- More than \$3 million in cost savings generated by revising a strategy that increased project deployments in the least amount of time while cost-effectively aligning customer's priority markets with equipment delivery dates.
- \$1 million averted in lost sales attained by developing and implementing a risk management tool to evaluate and minimize project-related risks and costs with proposed solutions costing less than 5% of potential impact.
- \$100 million in additional sales growth produced by creating and promoting a policy of cross-training and knowledge sharing that provided company the flexibility and ability to staff twice as many projects.
- Captured \$3 million in additional sales and averted profit erosion on existing projects by proposing and implementing a customer solution that provided a dedicated technical resource to address non-project-related customer support issues.
- \$120,000 new revenue stream created by introducing changes within pre-deployment activities to perform system health checks in advance of deployment, vital to identifying and resolving costly issues prior to visiting sites.

Systems Engineer Group Lead (2001 – 2004)

Managed a small team of systems engineers and contractors providing systems support for various customer markets across Southeastern U.S. markets. Oversaw all aspects of ongoing projects including quality, performance, customer relations, scopes, schedules, and budgets. Led development of project quotes and procedures as well as delivered presentations and training to customers across numerous technology platforms.

Selected Achievements

- \$300,000 in revenue growth secured by creating a new tool to analyze, identify, and resolve system performance issues for existing networks – becoming sold as a service and prerequisite to launching new products.
- \$250,000 saved by crafting a process to address deficiencies within first-generation software components used for building network databases, significantly reducing deployment time by up to six months for entire nationwide project.

Selected Achievements (Continued...)

- Generated estimated \$300,000 cost savings by establishing an innovative, cost-effective labeling system for Ethernet cables that reduced upgrade and future deployment times for nationwide projects.
- \$5 million in revenue growth achieved by establishing and cultivating key relationships vital to securing future business growth.

Lead Systems Engineer (1999 – 2001)

Provided systems support to all customer markets in the West Region and performed conversion of existing databases to work with new platforms supporting latest protocols. Collaborated with customers to assess requirements for migrating to new technology platforms. Created processes and documentation to successfully test and integrate new functionality between existing databases and systems. Trained less experienced engineers on technology platforms/equipment.

Selected Achievement

- \$1 million in cost savings generated by designing a software tool to automate the porting of databases across different platforms critical to successfully upgrading entire cellular system comprised of 40+ cell sites. Success of this tool prompted utilization by other account teams and this realized additional costs savings for the company.

Staff Engineer (1997 – 1999)

Oversaw creation and execution of test scenarios for satellite communication equipment based on Iridium and GSM specifications. Developed test procedures, tools, and troubleshooting guides for current and future test phases. Identified product defects through exhaustive testing and wrote reports to rectify such defects.

Selected Achievement

- Improved data processing rates by designing and implementing software solution to validate functionality and resolve software coding issues essential to faxing and sending data across an Iridium network.

Senior Field Support Engineer (1994 – 1997)

Provided engineering support and training on cellular products for the International Cellular Infrastructure Division (ICID). Managed engineering projects that included analog TACS, ETACS, AMPS, and NAMPS cellular systems, analog Super-Cell systems, CDMA trial systems, and CDMA Will systems. Served as primary customer contact for installation and integration issues. Led teams of contractors and junior engineers through the installation and integration phase of numerous projects.

Selected Achievements

- \$100,000 averted in additional costs by successfully diagnosing and resolving software component issues for two systems in South America, resulting in hundreds of hours saved in research and software review.
- \$4 million added in new project work by rebuilding and managing a key customer relationship with clear focus on identifying and addressing specific requirements and important project-related issues.

Senior Cellular Field Engineer (1989 – 1994)

Supported the installation, optimization, and integration of ETACS/AMPS analog and Global Systems Mobile (GSM) switching networks throughout the world. Acted as onsite Senior Engineer providing direction and technical knowledge to contractors and junior engineers.

Selected Achievement

- \$300,000 in sales growth achieved by introducing cellular telecommunications for the first time in Gambia, West Africa, to increase capacity and calling capabilities, improving communications network for a local government.

EDUCATION

- **Master of Business Administration**
- **Bachelor of Science in Information Technology**
- **Higher National Diploma in Telecommunications**
- **Ordinary National Diploma in Technology**