**EXPERIENCE**

1980-2014 **TELECOMMUNICATIONS SERVICES OF TRINIDAD AND TOBAGO LIMITED**

2012-2014 **Senior Project Manager – Lead Professional**

* Develop and Manage Enterprise, Technology and Access Plant Projects

2010-2012 **Business Re-Engineering Analyst & PMO Lead**

* Develop policies and procedures for TSTT’s Next Gen. Network Operating Support System, NGOSS
* Project Manager for all initiatives from development to production for NGOSS

2009-2010 **Head of Department Installation and Repair**

* Manage end to end installation of Broadband and fixed Line services (Internet and IPTV)
* Manage end to end repair service departments
* Support ICT infrastructure development

2007-2009 **Manager Installation and Service South/Central – Enterprise Operations**

* Responsible for the installation, solution provisioning and maintenance of voice and data networks .Segments include: Government, Enterprise Premium (Energy, Oil, Finance, Hospitality, etc.), Corporate and SME.
* Provide Service Level Agreements and develop Customer Loyalty and Relationships.

2005-2007 **Team Lead Corporate Customer Services – South**

* Retain and grow South Trinidad Enterprise Customer base
* Churn management, technical support and customer advisory services to competitive sectors.
* Manage Account Managers in promoting value proposition to key customers

2001-2005 **Product/Project Manager – Marketing**

* Develop and Execute end to end product management cycle for new technical products.
* Service delivery for end customer uptake (Voice and Data Services)
* Product Manage and drive the technical delivery of teams including back and front-end offices

EXPERIENCE

**Product/Project Manager – Marketing (continue)**

* Interfaces via process mapping, security assignment and vendor contract relationships
  1. **Project Engineer**
* Responsible for network design, maintenance and support of Enterprise account managers

1998-1999 **Fundamental Planning Engineer**

* Work on the strategic analysis and forecasts of TSTT’s 5 year network capacity needs including acquisition, budgets, tech. support and resource allocation and optimization.

1992-1998 **Training Officer**

* Responsible for needs identification, program determination and delivery of Technical Service (for managerial and non-managerial staff)
  1. **Senior Network Technician**
* Maintenance of Operational Network Equipment at Central Office and Transmission Systems and make recommendation on upgrades and future deployments

**EDUCATION**

**COVENTRY UNIVERSITY – United Kingdom**

November 2007 Master of Communication Management, MCM (Distinction)

November 2006 Post Graduate Diploma in Communication Management (Merit)

July 2005 Post Graduate Certificate in Communication Management

**YORK UNIVERSITY** -

Division of Executive Development SCHULICH School of Business

January 2003 Certificate Marketing Management

**JOHN S DONALDSON TECHNICAL INSTITUTE – UTT**

October 1990 Microcomputer Systems

June 1983 Telecommunication Engineering

**CIPRIANI LABOUR COLLEGE**

Public Relations

**SKILLS**

* Member of Project Management Institute PMI
* Negotiation and Client Engagement
* Business Process Mapping and Technical End-to-End Delivery
* Strategic Planning and Business Development

**INTEREST**

* Revival Time Assembly Men’s Ministry
* 1st. St. Margaret’s Sea Scouts Alumni
* Former Chairman of San Fernando Girls’ Government Local School Board
* Deeply rooted in Church and Christian Activities (Charities and Missions)

**REFERENCES**

Mr. James Legall – (Former) CTIO Telecommunications Services of Trinidad and Tobago

Contact: (868) 681-3623

Mr. Bernard Mitchell – Chief Executive Officer – E-IDCOT

Contact: (868) 681-0026

Mr. Brian Clark – Marketing Consultant

Contact: (868) 682-5274.

Rev. Anthony Roberts – South Bishop – PAWI

Contact: (868) 683-3472