

Ian Campbell – Master of Communication Management (Distinction), MCM
COVENTRY UNIVERSITY, UK

Ian Campbell
43 Ben Winchester Street,
Maingotville,
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Trinidad and Tobago
ian.christopher.campbell@gmail.com
(868)-678-7816 or (868)-659-3395

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

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EXPERIENCE

Product/Project Manager – Marketing (continue)

- ❖ Interfaces via process mapping, security assignment and vendor contract relationships

1999-2001

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)

1982-1992

Senior Network Technician

- ❖ Maintenance of Operational Network Equipment at Central Office and Transmission Systems and make recommendation on upgrades and future deployments

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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)

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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