

Frank A. Phillips
PO Box 186
Cary, Illinois 60013
(847) 858-2788
Frank.A.Phillips@sbcglobal.net

EXECUTIVE PROFILE

Technology, Operations, Sales and Technical Support Executive with extensive leadership experience spanning technology strategy, technical design and implementation, technical program management, executive level customer relationship management, consulting, and network management. Strong knowledge of technology, management of technical people, and ability of clarifying technical issues for client executives. Track record of providing excellent and thorough customer support through selection, design, implementation, and operational phases of global network projects.

- Provided technical and implementation support for single global client 3 year revenue growth from \$28M to \$210M.
- Built and grew technical organization from 11 to 60 engineers over 3 year period.
- Developed and negotiated all technical aspects of global telecommunications contract that produced \$200M+ revenue per year over 3 year period.
- Recruited by IBM to design, construct, and integrate terrestrial voice and data network into existing in-house satellite network.
- First non-degreed candidate to pass AT&T Executive Management Assessment program and receive line executive position.
- One of two company-wide Global Technical Directors at MCI WorldCom

PROFESSIONAL EXPERIENCE

Hudson Valley Group

3/99 - Present

Principal

Operated a one-man Professional Services Consulting enterprise. During this time served clients as a Program and Project Manager for data and voice network installation and carrier transition; Supported National Account Teams as a Technology Strategist to analyze complex client network requirements and provided detailed network design proposals; Positioned as liaison between carrier provider and their client to analyze and recommend Service Improvement Plans; Developed Market Plans for two OEM telecommunications equipment providers; Functioned as Manufacturer's Representative for various telecommunications products and systems.

MCI WorldCom

9/91 thru 2/99

Global Technical Director

Managed 200 person engineering team in support of \$1B annual revenue of global telecommunications clients. Provided technical sales support, design engineering, implementation and project management, operations management support, contract and results management.

- Made numerous trips to England on behalf of the proposed MCI-BT merger. Evaluated and wrote reports on how network management, service management, and client support organizations could be synergized. Presented reports to MCI executives.
- Participated in 50+ briefings at MCI Executive Briefing Centers. Presented all technical solutions being proposed for particular clients.
- Created joint MCI/IBM task force to address national service issues experienced by IBM in early stages of IBM/Advantis joint venture. Task Force provided MCI VP and EVP participation and focus with a 50% - 75% improvement in key service areas.
- Managed transition of IBM data networks from AT&T to MCI; utilizing over 15,000 data lines in a three year period.
- Managed/oversaw the engineering design team responsible for constructing the MCI-Advantis voice switch interface across the US. This new switch interface provided MCI with 50M+ minutes per month of voice traffic and provided the Advantis enterprise with a seamless, transparent network presence.
- Wrote the contract clause that ultimately provided MCI with \$100M in contract cancellation fees.
- Personally designed and sold MCI's first DS3 network to IBM.
- Achieved highest satisfactory MCI Employee Survey results at MCI for a technical support organization.

IBM Corporation

9/83 thru 10/89

Senior Engineer

Managed design, equipment selection and testing, implementation, and operation of terrestrial portion of global network that linked to the existing Satellite Business Systems satellite network. This was the core of IBM's effort to build and operate its own telecommunications infrastructure without dependence on traditional telecommunications providers. Wrote all protocols and procedures for first IBM Network Support organization once network was built. Recruited, hired, trained, and managed first Network Technical Support organization at IBM. Served as technical assistant to Director – IBM Telecommunications.

- Worked with OEM vendors to provide \$100M of network equipment. This included developing technical operating specifications, lab and field testing procedures and criteria, acceptance testing, and technical supply contract development and negotiation.
- Trained 1000+ IBM employees in emerging telecommunications technologies.

- Wrote all Method of Procedures (MOP) documents for network operation of IBM private network.
- Performed national network audit of all telecommunications equipment installed at IBM in the 1980's.
- Headed task force that researched and recommended use of encrypted T1 connectivity amongst IBM plants and labs.
- Provided US technical support to IBM La Gaude, France laboratory in their development efforts for modems, PBX's and smart T1 multiplexers.
- Evaluated, analyzed and wrote comprehensive reports on telecommunication Request For Proposal documents received by IBM on behalf of its early Global Services clients.

American Telephone & Telegraph Company

2/66 thru 9/83

District Technical Manager

Progressed from Central Office Technician to District Technical Manager in course of 17 year career. Managed Central Office Technicians, Sales Technical Consultants, and Operations Service Managers in support of Fortune 100 global telecommunications clients.

- Developed, published, and implemented Operations Service Manager guide for AT&T wide use in support of its 100 largest clients.
- Developed and taught a 3 day, basic telecommunications class for client executives. Class presented to over 500 IBM personnel.
- Personally designed and presented to ATT executives an unprecedented hybrid network solution for the very largest telecommunications clients that used Digital Access & Cross-Connect Systems under dynamic client control. This would provide trunk and access line management, peak load distribution, and dynamic service restoration.
- Executed role as Account Team representative on core team that evaluated the IBM Satellite Business system threat to AT&T. Wrote all technical aspects of final evaluation report and assisted in its presentation to AT&T executives.
- Provided all technical support for account team revenue growth from \$28M to \$275M in five years.
- Implemented Central Office model of AT&T's affirmative action program as first line supervisor in the early 1970's.
- Developed custom results management measurement system for client use as Staff Assistant in late 1960's. (Early CRM)
- Developed National Account methods and procedures for AT&T divestiture of Bell Operating Companies.

EDUCATION

Sixty-two (62) weeks of Electronics Training during enlistment in United States Navy

Thirty-six (36) weeks of AT&T Technical Training and sixteen (16) weeks of AT&T Management Training

Twenty Four (24) weeks of IBM Technical Training and (16) weeks of IBM Management Training

Ten (10) weeks of MCI Management Training