

# RICK W. MILLARD

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## TELECOMMUNICATIONS MANAGEMENT PROFESSIONAL

- 25 years excellence in telecom expertise; ten years team leadership and management, thirteen years hands-on technical and two years inventory specialization.
- Professional attitude; committed to excellence.
- Sharp problem-solving skills; results-driven and motivated with a strong work ethic.
- Competent hands-on management with team leadership and development in a positive manner.
- Adept in analysis, critical thinking, organization and execution under stress.

### SKILLS

Windows XP	DSL	D-Channel	Excel	Octel
WAN	PRI	Visio	Spectralink	IDVR
TDM	ISDN	Trunking	Cabling	Vocera
VoIP	PBX	Wireless	Nortel TM	Video
Transcription	Amcom	T-1	IP	Voice Networking

### PROFESSIONAL EXPERIENCE

BAPTIST HEALTH - Little Rock, AR

1986-2009

#### Network Services Operations Manager (1999 -2009)

- Successfully led and managed technical team in 24x7 integrity assurance of PBX/TDM/IP voice platforms and networks for 7 hospitals, 10 major telecom systems, 3 business communications systems and 22 ancillary facilities; 8500 telephony ports and 350 wide area circuits.
- Oversight of entire inventory process for telecommunications, including ordering, shipping, receiving and distribution for MACS and repairs.
- Researched, planned, organized and executed system upgrades, project management, hospital renovations and new facilities.
- Researched, planned and achieved actual expense goals, project budgeting guidelines, cost savings and capital improvement objectives for a \$1-2 million annual budget.

#### Selected Achievement:

Initiated and led team movement in merging telecom and IS department philosophical and technical approaches in WAN networking from standard TDM to IP platform. Researched, planned, budgeted and executed PBX hardware and software upgrades system wide to enable VoIP. As a result, the voice platform and cabling infrastructure is now in place to support the most advanced technological approaches to health care.

#### Telecommunications Specialist (1996-1999)

- Maintained telecom systems and network support including voice, data, imaging, video and transmission of hardware/software; averaged 150 MACS and 300 repairs per month.
- Identified, diagnosed and resolved telecom problems within specified guidelines.
- Analyzed projects and provided detailed technical recommendations, associated costs and time requirements within deadlines.

#### Selected Achievement:

Budgeted, negotiated, coordinated and managed the complete installation of voice, data and video infrastructure for \$90 million hospital campus, including a six story medical office building and childcare facility.

#### Telecommunications Coordinator (1992-1996)

- Coordinated network services, daily activities, inventory control and efficient network transmission to 5 hospitals, 4 support facilities and 10 therapy centers.
- Maintained quality preventative maintenance, documentation and technical integrity of voice processing system.
- Served as technical advisor and coordinator for construction projects.

#### Selected Achievement:

Upgraded complete voice platform infrastructure of an acquired hospital into the existing (hub) network; Coordinated software, hardware and cabling integration.

## Telecommunications Technician (1986-1992)

- Participated in appropriate maintenance of telecom network.
- Analyzed data for chronic troubles and implemented appropriate action for resolution.
- Conducted all installs, moves, and changes with accuracy.
- Assisted with control and distribution of inventory.

### Selected Achievement:

Initiated a team adopted 24-hour turn around time for repairs to improve customer satisfaction.

COMPATH NATIONAL / TEL PLUS - Little Rock, AR

1984-1986

## Warehouse Manager

- Managed entire daily process of ordering, inventorying and distribution of equipment.
- Maintained tracking procedure of inventory, quality control and documentation.

### Selected Achievement:

Developed the shipping, receiving and inventory control process adopted for a multi-state region.

## EDUCATION & PROFESSIONAL TRAINING

### Southern Nazarene University

Oklahoma City, OK

60 hours undergraduate studies

### University of Arkansas at Little Rock

Little Rock, AR

12 hours undergraduate studies

## Technical and Professional Development

### Certifications in (Nortel) PBX Technology:

• PRI Install and Maintenance	Nortel	16 years
• PBX 21-81 Install and Maintenance	Nortel	14 years
• PBX Data Base Administration	Nortel	14 years
• Meridian Administration Tools	Nortel	10 years
• VoIP Fundamentals	Global Knowledge	6 years
• BCM Systems	Global Knowledge	2 years

### Certifications in Network Training:

• Octel Voice Mail	Octel University	18 years
• T-1 Install and Maintenance	BCR	16 years
• Fiber Optics for Technicians	Omnicon	15 years
• TCP/IP Technology	Verhoef Information	14 years
• Cabletron Systems	Cabletron	13 years
• UNIX	Verhoef Information	10 years
• Frame Relay/ATM	BCR	9 years
• Networking Fundamentals	Global Knowledge	5 years
• IP Foundations	Global Knowledge	2 years

### Professional Development Training:

• Project Management	Fred Pryor Seminar	15 years
• Technical Leadership	Fred Pryor Seminar	10 years
• Team Motivation	Padgett Thompson	8 years
• MS Windows	New Horizons	7 years
• MS Word	New Horizons	7 years
• MS Excel	iTec	7 years
• Basic Supervision	Rockhurst University	7 years
• Critical Thinking skills	American Mgmt. Assoc.	6 years
• Performance Evaluation	Rockhurst University	6 years
• Emotional Intelligence	American Mgmt. Assoc.	4 years

\*References available upon request