

Proven Engineering and Customer Operations Leader with an expertise in Network Operations, Network Engineering and Project/Program Management of IT and Network programs leveraging Lean Six Sigma Methodology. Strengths include leadership of diverse teams, development of strategic plans, operational and risk management.

### Experience

Director – Network Reliability – Hawaiian Telcom 8/31/16 – Present

- Directing a team of 44 responsible for network assurance, upgrades, deployment and 24x7 monitoring of Hawaiian Telcom’s network infrastructure that provides POTS, Video, Data, Internet, VOIP and E911 services.
- Responsible for overseeing the Primary NOC for the SEAUS submarine cable network from California to Indonesia, including landings in Guam, Hawaii and the Philippines.
- Management of network vendor maintenance contracts and network management systems in support of and execution of an “always on” vision.

Director – Global Network Engineering & Operations IT 01/14/09 – 8/26/16

- Directed a team of 22 responsible for strategic planning, selection, prioritization and execution of OSS systems supporting the Verizon Global Network Engineering organization.
- Managed system architecture, development and priority of system enhancements supporting new technology, system consolidation and convergence of the Verizon’s Access and Backbone network that totaled \$80M a year.

Director – Network Engineering – FTTP PMO 4/1/06 – 1/14/09

- Led a team of 20 project managers responsible for the Network Services OSS program, which included supporting rollout and process changes across Verizon access network, specifically Verizon’s Premier Fiber to the Premises (FTTP) deployment.
- Responsible for implementing process and OSS changes that supported several key FIOS Video and Data infrastructure initiatives, including Long Haul Network elements, IP PEGS equipment deployment, introduction of the Reconfigurable Optical Add/Drop Multiplexer and High Definition Video On-Demand (VOD).

Director – Network Engineering 7/14/02 – 4/1/06

- Directed 175 employees across the Verizon Telecom footprint, which ensured the accuracy of \$33B in COE assets and effective utilization of capital budgets and supporting a reliable network. Defined new procedures to meet objectives, including the barcoding of Verizon East COE assets during this timeframe.
- Managed a \$12M annual expense budget in support of the East Barcode Deployment initiative and Regional Inventory Management.
- As part of a voluntary developmental assignment, served as a OSP Construction Manager for the Texas Region and managed a 78 member team responsible for network infrastructure improvement, air pressure maintenance, preventive maintenance and fiber drop installation associated with the Fiber to the Premises deployment. Oversaw the local Cable College which trained OSP construction technicians on new equipment and installation techniques.

Manager – OSS System Support 1/10/98 – 7/14/02

- Managed a system support team of 24 specialists that maintained multiple service fulfillment and provisioning systems.
- Participated in the implementation of a new strategic inventory and provisioning system (AAIS) and a strategic consumer Order Entry system in 1998.
- Lead Team for implementation of Instant Provisioning across GTE footprint.

Section Manager – OSP Engineering (GTE Hawaiian Telephone)

Sr. Admin – Region Ops Support (GTE Hawaiian Telephone)

OSP Engineer and Exchange Planner (GTE Hawaiian Telephone)

## Education

MS Telecommunication Management – Stevens Institute of Technology

BS Electrical Engineering – University of Hawaii – Manoa