

**Ronald T. Wilson
Consultant**

SUMMARY OF QUALIFICATIONS

Twenty years of experience within the Telecommunications Industry. Mr. Wilson's background includes ranges from highly technical to extensive managerial responsibilities within the Telecommunications Industry. Mr. Wilson is very strong in the project management activities associated with the design, selection and implementation of Call Center Systems and technology. Mr. Wilson is a unique blend of highly technical and business oriented professional.

Corporate positions held: Manager, Major Projects- Western Region, Director Network Support, Major Accounts Project Manager, Consulting Systems Engineer, District Manager- Communications Systems.

PROFESSIONAL EXPERIENCE

- Project managed the implementation of numerous large, multi-million dollar call center systems.
- Very strong with Nortel ACD and Call Center suite of products.
- Project managed the systems rollout of a \$30 million dollar contract for a major California Utility.
- Managed a major network of PBX's and support staff to provide tenant telephone service for subscribers.
- Project managed the rollout and or relocation of over 500 PBX's and staff.
- Assisted in writing installation policies and procedures for use by technicians in a major Regional Bell Operating Telephone Company.
- Managed all operation functions including technical service personnel to meet the needs of a 45,000 line territory in two branch offices of a major PBX system provider.
- Project managed the rollout of 60 branch systems for a major California financial institution.
- Designed and managed the cabling infrastructures for over 500 PBX/ACD installations.
- Project managed the rollout of PC's and network infrastructure to support Siebel installation at a major financial institution.

EDUCATION

**CAL STATE LONG BEACH, Long Beach, Ca
Engineering Curriculum**