

Declan Good

EXAMPLE ASSIGNMENTS

- *Developed a business process outsourcing methodology* for a start-up joint venture company
- *Business process re-design/mapping for order fulfilment* in a newly-merged ISP/telecoms business, to provide scalability of operations
- *Devised a fast-track design process* and managed delivery of a design for an O&M IP network for a 3G test market launch
- *Business process architect* for customer-facing processes in a start-up telecoms broadband/fibre operator
- *Devised a consulting methodology* for Mobile Internet applications

SKILLS KNOWLEDGE

- Business modelling
- Business analysis
- Network management
- Customer service processes
- Methodology development
-

QUALIFICATIONS, CERTIFICATION AND TRAINING

BE (Mechanical Engineering) – University College, Dublin
M Eng (Systems Engineering) – Carleton University, Ottawa
Chartered Engineer