

Raymond Rawlings

EXAMPLE ASSIGNMENTS

- Management of tender responses for Data, Voice and IP telephony network installations.
- Project Management - planning and support – from Bid Management team to solution providers, customers, account managers, supplier liaison and design of internal processes and procedures.
- Management of Customer Helpdesk, Equipment Operations & Field Service teams (voice and data)
- Disaster Recovery management and Facilities Management (Power, air conditioning, etc.)
- Interfacing and implementation of SLAs with equipment & network suppliers e.g. Newbridge, and UK carriers BT, Colt, C&W, THUS and with international corporate customers such as Lehman Brothers, Goldman Sachs, Rockwell Automation, Dunn & Bradstreet, Zim Shipping, Advanced Micro Devices (AMD), Reuters.

SKILLS KNOWLEDGE

- Operations and Management (O&M)
- Network Operations Centre (NOC)
- Customer Helpdesk
- Equipment Operations & Field Service
- Network Management & Traffic Management
- Technical and Operational Support
- Facilities Management & Outsourcing contracts
- Network Planning
- Project Management
- Staff management, appraisal and counselling
- Quality Management, Processes and Procedures
- Standards (CCITT, ETSI)

QUALIFICATIONS, CERTIFICATION AND TRAINING

- **City & Guilds, Intermediate, Final, and Full Technical Certificates in Telecomm**, (Eastham Technical College)
- **City & Guilds to HNC mathematics conversion** (Eastham Technical College)
- **City & Guilds, digital electronics and processors** (East London Polytechnic)
- Extensive Technical and Management training courses (BT training schools)