Nor'Easter DC Chart

Program Leadership
Mark Kirby

Rajan Gopalan
- Services SS08

Daylon Lutzenberger
- HR DC02
- Finance DC01
- SCM DC03
- Legal Risk & Regulatory DC25

Mike Parfett
- Fault DC14
- Trouble DC13
- Performance DC15

Arun Santhanam
- Provision & Activation DC11
- Inventory Management DC12
- OP&ET DC16A

Mike Craig
- Data Center/NOC/ IS/IT Operations DC19/20/26
- EAI/Middleware DC07
- Architecture SS03
- Testing SS04
- Infrastructure SS05

Sean Dougherty
- Order Mgmt DC05

Rose Kirkland

Venkata Achanti
- Billing Service DC04
- Conversion DC10

Brandon Gullett
- Long Distance OPE Payphones DC28
- Wholesale DC08
- Network Database Services DC17 A/B
- Operator Services DC21

Mike Emry
- CRM DC05
- Call Center DC16

Don Johnson
- ISP DC22

George Fenn
- PMO SS06
- WFM DC16

Christina Cavoto
- Product Rationalization DC24
- BIO SS01/02
- FP Organizational Design DC29

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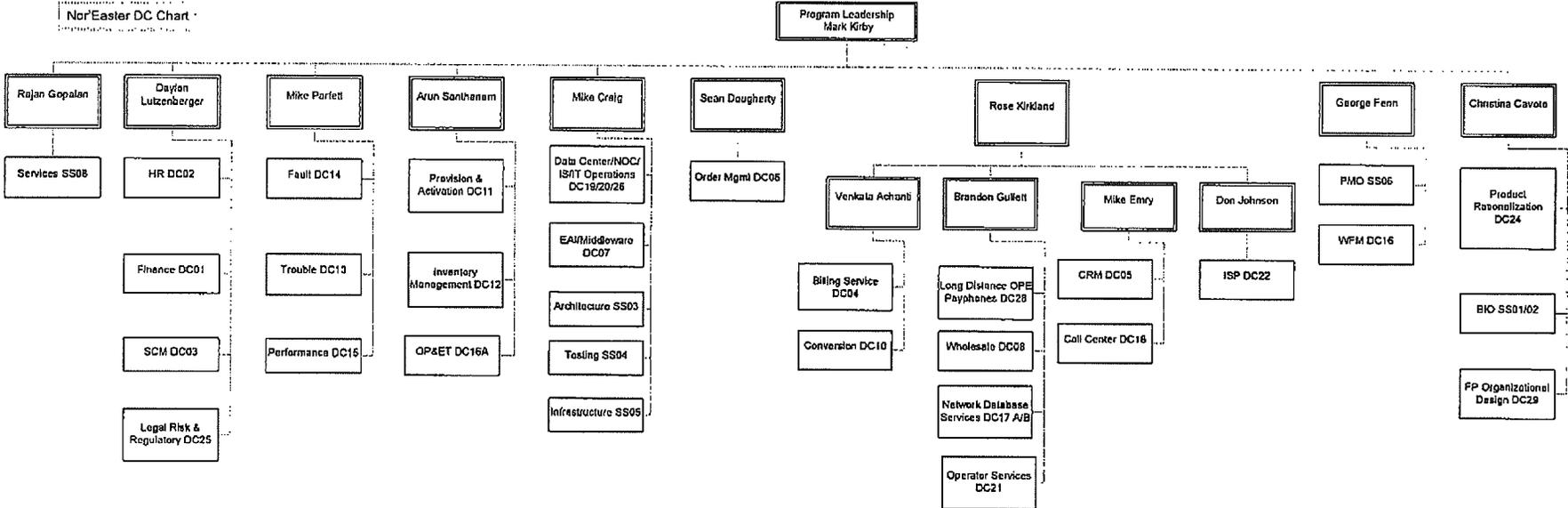
EXPERIENCE SUMMARY:

Dee Burger is a Vice President with Capgemini and is responsible for all Sales and Delivery with our North American Telecommunication clients.

During his 15 years in consulting, Dee has been responsible for teams delivering large programs for many US Telecommunication providers including AT&T (SBC), Verizon, BellSouth, Nextel, Cingular, Bell Canada, and many others. Specific projects have involved strategic, operational and information technology elements, and have covered most of the Telecommunications value chain, including:

> Market Segment Strategy
> New Product Launches
> Sales & Marketing
> Customer Care and Call Center improvement
> Installation, Maintenance and Repair
> Network Planning and Provisioning
> Inventory Management
> Outside Plant Engineering & Construction
> Network Centers
> Billing and Collections

Prior to joining Capgemini, Dee held positions as a Partner in Ernst & Young's Telecommunications practice and as a Vice President leading Gemini Consulting's Telecommunications practice.

EDUCATION:

> Masters of Business Administration from University of Georgia
> Bachelor of Science in Finance from Clemson University

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EXPERIENCE SUMMARY:

Mark Kirby is a Vice President with Capgemini's Telecom Media and Entertainment practice responsible for large program delivery.

Mark has 14 years of of diverse information systems experience, focusing on the delivery of complex, integrated, enterprise scale platforms and architectues for Telecommunications companies.

Immediately prior to joining Capgemini's consulting practice, Mark was Senior Director of Enterprise Architecture and Development at BellSouth and AT&T, and was responsible for BellSouth's Enterprise Architecture organization. During his time at BellSouth he led the Architecture, Testing and Program Management functions for BellSouth's Broadband Transformation program; a $300M+ program to deploy a next generation BSS and OSS platform and convert more than 3 million customers accounts to the new platform.

Having worked in Africa, South America, and the United States, Mark has extensive international experience with the design, construction and implementation of global IT infrastructure.

EDUCATION:

➤ Masters of Science in Mechanical Engineering, The Pennsylvania State University, State College, PA

➤ Bachelors of Science in Mechanical Engineering, The Pennsylvania State University, State College, PA

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EXPERIENCE SUMMARY:

George Fenn joined Capgemini's Telecom Media & Entertainment practice in June of 1999. George has over 15 years of delivery experience across the Telecom and Cable industries leading both large scale IT and Business process redesign initiatives. He has held multiple delivery lead roles working on large IT and Business Process projects with RBOC's, IXC's and Cable Companies including BellSouth, Verizon, Comcast, SBC and Sprint.

George's key delivery roles include:

> Deployment Manager for BellSouth's IT Broadband release ($100 M Transformation Program)
> Engagement Director for BellSouth's Network Work Center Fall-out management tool
> Engagement Director for BellSouth Broadband Capability Tool initiative
> Engagement Director for Comcast Retail Channel Systems Assessment
> Engagement Director for Verizon Domestic Wireline Network Strategic Plan
> Engagement Director for SBC Enterprise Wide CRM Roadmap
> Engagement Director for BellSouth Wholesale Billing Systems Assessment
> Engagement Director for BellSouth Web Hosting New Business Launch
> Engagement Director for Sprint Broadband Wireless High Speed Internet (MMDS) New Business Launch
> Engagement Director for BellSouth Network Installation & Repair TechNet Solution
> Project Manager for the deployment of BellSouth Outside Plant Construction Management system
> Project Manager for BellSouth PICS Capital Recovery system
> Project Manager for BellSouth Network Planning & Provisioning reengineering program

Prior to joining Capgemini, George was a Principal with Gemini Consulting. He worked exclusively with large RBOC IT and Process initiatives across Network Operations. Prior to Capgemini George worked as a Senior Marketing Associate with Asea Brown Boveri and Westinghouse Electric's Transmission and Distribution Relay Business.

EDUCATION:

> Masters of Business Administration from Darden Business School, University of Virginia
> Bachelor of Science in Electrical Engineering from Lehigh University

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EXPERIENCE SUMMARY:

Daylon Lutzenberger has been a member of Capgemini's Telecommunication, Media and Entertainment group for over 13 years leading the delivery and implementation of large and complex client transformation projects.

While Daylon's breadth within telecommunications has spanned wireline, wireless and broadband, his focus has consistently been within customer relationship management, order management, provisioning, billing, mediation and collections areas. His global experience has included mergers, acquisitions and transformation projects for clients in the US, Canada, South America, and Europe.

In a prior role, Daylon led the Capgemini Telecommunications Billing Solution Center and Service Line. This role included directing a team of over 200 professionals responsible for all facets of account sales, solution development and offer management related to billing, rating, mediation, collections and remittance. He created a software solution center focused on accelerating telecommunications billing consolidation and implementation projects through accelerators in package selection, requirements development, configuration, data conversion, interface development, and testing. He was successful in creating a standard and repeatable approach to these conversions to minimize risk for consistent results.

During his tenure with Capgemini, Daylon has been responsible for leading teams in many functional areas of the telecommunications industry including call center optimization and transformation, operational data warehousing and scorecard presentation, network management and planning, and new product development Additionally, Daylon was responsible for the roll-out of the Navigator Systems Series, one of the first program management methodologies targeted at standardizing complex IT transformation projects. In that role he was responsible for not only implementing this methodology within the consulting practice but also in utilizing it in specific client transformation projects to provide a manageable process with a successful outcome.

Prior to Capgemini, Daylon worked for Mobil Oil Corporation leading technology development and telecommunications initiatives to support Gulf of Mexico oil and gas offshore.exploration and production.

EDUCATION:

➢ Masters of Business Administration from Loyola University

➢ Bachelor of Science in Computer Science from Texas A&M University

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EXPERIENCE SUMMARY:

Dr. Venkata Achanti joined Capgemini's Telecom, Media & Entertainment practice in June of 2000 to lead custom development projects. Venkata has 12 years of delivery experience covering a wide range of roles including applications developer, business architect, data architect, project leader and engagement manager.

Venkata has experience in implementing large-scale systems in client-server and distributed environments. He has a proven track record and has demonstrated many successes within the areas of planning, designing, and implementing various information systems and IT solutions. Most recently, he has delivered a mission critical data migration and synchronization solution for a large telecom company (BellSouth) as a part of their $300M plus broadband transformation effort (migration of CRM and billing functionality from Oracle platform to Siebel CRM and Singl.eView respectively). Venkata was responsible for 2 successful large-scale data conversion projects in telco and entertainment industries.

Venkata's key delivery roles include being the solution architect for Oracle CRM implementation for consumer & business customers (BellSouth), delivery manager for Circuit Provisioning and Support System & Trouble Administration (CPSS) (large business, BellSouth), and application architect and delivery manager for wholesale flow-through factory development (wholesale business, Verizon).

Prior to joining Capgemini, Venkata played a key role in design and development of resale customer service ordering gateway (Ameritech, now SBC). He was a key contributor to application integration effort for the resale services unit during Ameritech and SBC merger.

EDUCATION:

➤ Ph.D. in Engineering from West Virginia University, Morgantown, USA
➤ Masters of Science from IIT Kharagpur, India

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EXPERIENCE SUMMARY:

Harry Artz, having spent his professional career with Verizon, and the former Bell Atlantic and Bell of Pennsylvania Telephone Companies, has over 33 years of Information Technology expertise with the past 9 years at the executive level

Harry's IT experiences with Verizon are unique in the industry and he brings the benefits of how to approach mega-systems, systems strategies, development, conversions, staffing, and program and project management to his customers. He has a proven track record of success on large IT initiatives, many of the break-through in the industry, always having a clear partnership with his clients. His recent experiences with leading the Verizon Information Technologies Commercial Unit, have permitted him to work with many customers and assist in not only providing high value out-sourcing services, but offering the benefit of his experience for challenges they are facing. .

Accomplishments include:

As President of Verizon Information Technologies, Harry had profit and loss responsibility for an organization that provided IT Solutions to Industry for both commercial customers and Verizon Affiliates. This business unit offered IT Data Center Services, Telecom Software Solutions, and Healthcare Processing and Applications, with revenues of $142m for over 30 customers in 11 countries

Harry managed the IT Program for the $1.6B sale of the Verizon Hawaii assets including a 1 year IT systems transition services and a successful exit from over 200 complex systems and related customer and network data for almost 1m customers

As Vice President and subsequently Senior Vice President, Harry has been responsible for all of Verizon Telecom Billing Systems for over 13 years including managing staff in excess of 5000 personnel. Through the mergers of Bell Atlantic, NYNEX, and GTE this included over 20 physical billing platforms across Telecom collectively generating over 500 million bills annually.

Harry has led IT efforts for Long Distance entry and the creation a data company to sell broadband services in the Bell Atlantic region. Additionally during his tenure Harry developed and implemented Billing Strategies and collapsed legacy platforms, sponsored and implemented both a new nationally branded paper and an electronic viewing and analytic capability for high end customers. He also co-managed several Revenue and Billing Assurance programs with annualized revenue recoupment in excess of $200m for 3 consecutive years

As an IT Development VP, Director, Manager, and Individual Contributor, Harry has been involved in all aspects of development, delivery, and maintenance of large Systems Initiatives

EDUCATION:

➢ Bachelor of Science in Business Administration, Columbia Union College

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EXPERIENCE SUMMARY:

Mr. Craig is a Vice President within our Telecom Media and Entertainment practice. He has extensive experience in assisting our clients with Strategic Information Systems Planning, Analysis, and Infrastructure Design. Since joining the company in April 1988, Mr. Craig has been involved in information systems projects that require analysis and implementation of leading edge technologies. He has particular expertise in IT Strategic Design, Infrastructure Planning and Data Strategy.

Mr. Craig has worked within the information systems engineering field for over twenty-eight years. Prior to joining Capgemini, Mr. Craig worked for IBM as an Advisory Systems Engineer supporting telecommunications providers and AT&T Corporation in IT Operations. His positions within these organizations required daily involvement with technology planning and support issues.

Highlights of Professional Experience
  ➢ Performed IT Effectiveness reviews for multiple corporations to determine current best practices and identify areas of improvements. Deliverables consisted of a summary and detailed report that outlined improvement opportunities.   Results were based on evidence of client capabilites as measured against leading practices for specific levels of support to the organization.
  ➢ Lead Architect for Technology Architecture and Strategy projects using Capgemini's IT Strategy / Business Alignment methodology. Assisted clients in developing the processes to identify IT Alignment requirements and maintain the planning / execution environment.
  ➢ Lead Architect for Technology Architecture definition projects leveraging Capgemini's Accelerated Technology Architecture Definition (ATAD) methodology. Led efforts to define the technology components of an eCommerce environment, compare the environment with the clients current state and recommend solutions to fill the identified gaps.   Additional products were identified to meet content management and data movement requirements.
  ➢ Managed a Data Strategy development effort for a large communications product manufacturer (Sprint). Worked closely with the client's IT department to define the sources, movement and uses of major data stores to develop a three to five year strategy. Led an architecture team to analyze future state requirements and develop strategy required to support operational and information access needs. Both structured (tabular data) and unstructured data was considered during analysis phase and recommendations were generated that introduced improved search and display capabilities.
  ➢ Managed the Technology Architecture design for an emerging Global B2B Exchange. Worked directly with the President and CTO of an emerging Global Exchange to develop the IT services required to support heterogeneous data interactions.
  ➢ Managed multiple projects to define Data Warehousing Architecture.   Capgemini's planning methodology was used to obtain client goals, objectives, and critical success factors. Project efforts were focused on the integration of the proposed Data Warehouse Architecture with existing company LAN and Distributed Computing infrastructures.

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Michael Craig   Vice President

Technology infrastructure varied based on client requirements. The focus of the effort was to define how information would be used and what technologies could integrate with the client's current vision to streamline the definition process. Some of the products for data storage and access were Sybase using Cognos Power Play and Impromptu, Oracle with Oracle Express Objects, NCR Teradata with Oracle Express Objects and Visual Basic, Oracle with Micro Strategy's DSS Agent. Information extract and cleansing tools selected included Ardent, Prism and ETI.

➢ Introduced the Data Warehouse concept to a retail/distribution organization and managed a project to separate operational and informational data. As part of the project, informational requirements were collected, mapped against operational attributes and used as input for data model development. Informational and operational models were forward engineered to physical databases for implementation.

➢ Managed an Information Strategy development effort that combined our data and document strategy methodologies to assist a large international financial institution. Worked closely with the client constituent groups to define future information requirements and the IT department to define the sources, movement and uses of major data stores. The requirements and background information was used to develop a three to five year information strategy.

➢ Managed organizational assessments (using Capgemini's Information Management Review methodology) for multiple corporations. Reviews included analysis of management controls and disciplines, planning effectiveness, and organizational support structures. Deliverables included organizational alignment and migration recommendations for hardware platform.

➢ Participated as performance tuning coordinator for large development projects using relational database management systems.

EDUCATION:

➢ Bachelor Arts in Mathematics from West Georgia College, Carrollton, GA

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EXPERIENCE SUMMARY:

Steve Koenigsberg joined Capgemini in 1996 and is a Senior Manager within our Telecom, Media & Entertainment Industry Practice.   Steve has experience in the cable and telecommunications industries in the areas of program and project management for both functional and technical engagements, process development and process improvement, application assessment, and strategic and IT visioning.   Steve has worked with companies within the Cable/Media, ILEC, CLEC, IXC, and Wireless market areas of the industry.

Steve's key delivery roles have included, for example:
- ➢ Managed Program Management Office teams working on a major billing system consolidation effort for one of the largest wireless service providers in the United States
- ➢ Directed a program to develop and implement a portal for a cable company's Digital Voice (VoIP) customers
- ➢ Directed a program to implement a Wireless Local Number Portability solution for a wireless carrier with over 1.5 million rural customers
- ➢ Directed engagement to develop the vision for enhancement of a wireless carrier's network configuration management applications and processes
- ➢ Managed the Business Development and Alliance activities for Capgemini's Telecommunications' Operations Support Services (OSS) Service Line
- ➢ Managed resources to validate recommendations/resolutions as a result of a 271 audit performed on behalf of a state Public Utilities Commission
- ➢ Directed and managed the program for an integrated CRM/Service Delivery/Billing program at a major telecommunication service provider in Mexico and the delivery of the Service Delivery project
- ➢ Directed the process development for the Order Management, Network Operations, and Trouble Management areas for a large ILEC preparing to enter the competitive market space in out-of-region areas.
- ➢ Managed the Back-Office implementation program management office for a Competitive Local Exchange Carrier operating in the Pacific Northwest
- ➢ Managed the Servicing mega-process business requirements team developing requirements for a Regional Bell Operating Company preparing to enter the long-distance market

EDUCATION:

- ➢ University of Michigan: MBA with Distinction
- ➢ Northwestern University: BA, Economics

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EXPERIENCE SUMMARY:

Arun Santhanam joined Capgemini America in Aug of 1997 Arun has 16 years of delivery experience covering a wide range of roles including applications developer, data modeler, data architect, migration architect, business architect, team leader, delivery manager and engagement director.

Arun has 10+ years of telecom system integration experience. His major experience has been with Bellsouth in the area of OSS and outside plant engineering. He has lead several projects for Bellsouth. He was the engagement director for one of the largest Granite implementation project for Bellsouth. Arun also has lead several projects in the Outside plant area for Bellsouth.

Some of the key roles:
➢ Engagement director for LEIS replacement for Bellsouth
➢ Engagement director for Fiber management tool for Bellsouth
➢ Engagement director for the Access Service improvement plan for Bellsouth
➢ Solution architect and team lead for BSTProcess-OPEDS
➢ Delivery manager Feeder administration tool
➢ Delivery manager for Facility availability system.

Prior to joining Capgemini, Arun played key roles in major development efforts in Banking and manufacturing industry. He was leading a small development team for Rockwell automation. He also designed the connectivity module between ATM and ANZ Grindlays Bank backend financial system. He lead a team for developing a post dated check tracking system for Bank of America, in India.

EDUCATION:

➢ Bachelor of Computer in Science Engineering, Madras University, India

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EXPERIENCE SUMMARY:

Sean Dougherty joined Capgemini's Telecom Media & Entertainment practice in July of 1999. Sean has over 8 years of complex design and delivery experience across such areas as Telecom, Cable, Healthcare, Financial Services, Supply Chain Management, Entertainment, Internet/Startup Companies, and Unionized Labor. His recent work has focused on the Telecom and Cable industries related to provisioning, order management, and data migration. Sean has proven delivery lead experience in large enterprise IT custom and packaged solution projects. His previous clients include BellSouth, Comcast, and Time Warner Cable.

Sean's key delivery roles include:

➤ Data Migration Design and Delivery Lead for BellSouth's IT Broadband release ($100M transformation program)

➤ Order Management Design Lead for Comcast's Bedrock project

➤ Performance Testing Lead for Comcast's Bedrock project

➤ Data Migration and Cutover Lead for Comcast's Bedrock project

➤ Solution Architect for BellSouth's DSL Transformation Program

➤ Solution Architect for Time Warner Cable's Provisioning System Assessment

➤ Engagement Director for Automated Testing Initiative for Comcast's Bedrock project

➤ Enterprise Reporting Delivery Lead for Nielsen EDI's transformation program

➤ Architect for AFSCME's 5-year Strategic Information Systems Plan

EDUCATION:

➤ Bachelor of Science in Electrical Engineering from Duke University. Majored in Electrical Engineering, Computer Science, and Economics. Received Certificate in Markets and Management.

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EXPERIENCE SUMMARY:

Rose Kirkland has 12 years experience in the Telecom industry and a successful track record in the delivery of complex technology and business transformation projects involving Billing, Customer Care, and Ordering. Before joining Capgemini, Rose was responsible for all application architecture, software development, and implementation for BellSouth's retail billing systems, which produce over 30 million invoices per month, and directed a global delivery team of over 350 resources (with an annual budget managed for projects and system support typically ranging from $75m – $125m).

Rose's recent accomplishments include:

➢ As part of BellSouth's $300m Broadband Transformation project, Rose led the delivery of a new billing system for BellSouth's flagship consumer DSL products and services. Solutions deployed included rating, taxing, and usage collection, mediation, and correction. The solution was designed to limit legacy investment and to avoid any customization of the core products. Deployment also included an XML services-based Bill View and Adjustment capability to support the 700+ billing help desk agents. The project was implemented successfully within 11 months of initial planning. The delivery team included 200+ resources from multiple vendors in 5 global locations. The system currently bills over $100m revenue per month with a fallout rate of less than .001.

➢ Managed BellSouth's largest integrated release in 2006, which included enhancements for all of BellSouth's retail DSL support systems, including ordering, customer care, billing, and network monitoring and provisioning. The release was successfully deployed to over 7,000 agents worldwide in December 2006.

➢ Implemented a new customer care and billing platform for BellSouth's enterprise VOIP customers. The solution deployed and was implemented within 7 months of initial planning and analysis.

➢ Successfully delivered a major bill reformat initiative for all of BellSouth's retail consumer and Small Business customers. In addition to implementing a totally new, streamlined bill design, this initiative also transferred the majority of the bill format functions from the legacy mainframe systems to BellSouth's desired state platform. Benefits from this solution are $5m in annual cost savings and a 50% reduction in the average time for delivering bill format changes.

➢ Delivered a new cross-channel Bill View and Adjustments tool. The web-services based solution supports BellSouth's 6,000+ retail agents in addition to the online channels and provides an "as printed" rendered view of the customer's bill, channel-specific rules-based adjustment capabilities, and unique channel profile administration capabilities. Initiative also included delivery of a new Enterprise Bills Database which serves as the single-source repository for retail bill data and images.

➢ Delivered multiple releases in support of online channel functionality, including new services to support online adjustments.

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➢ Delivered the billing work in support of BellSouth's bundle initiative. The project delivered bundle bill capabilities for wireline, wireless, broadband, video, and long distance services, and allowed BellSouth to exceed 4m bundle customers within a year.

➢ Supported 40+ software releases per year, with an annual enhancement and support budget (excluding large project work) of $50m+ per year.

EDUCATION:

➢ Bachelor of Arts, Birmingham-Southern College

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EXPERIENCE SUMMARY:

Brandon Gullett joined Capgemini's Telecom Media & Entertainment practice in October of 1998. Brandon has over 12 years of delivery experience across the Telecom and Cable industries leading both large scale system redesign initiatives. He has held multiple delivery lead roles working on large IT and Telephony Process projects with RBOC's, MSP's and Cable Companies including BellSouth, EarthLink, and Time Warner Cable.

Telephony Systems Strategy
- ➢ Created and executed strategic systems plan for MSP to handle increasing Voice customer base with a focus on automating interconnection transactions to wholesale carriers.

VoIP Definition and Deployment
- ➢ Managed the build and test of VoIP automated ordering and provisioning application for national multiple services provider. In addition, wrote and supported the transaction business logic for the application.
- ➢ Designed and documented the flow-through ordering and provisioning architecture for a next generation VoIP corporate-wide offering by capturing every transaction within the telephony environment and writing associated business requirements.
- ➢ Supported the roll-out of VoIP ordering application on-site for a pilot division of multiple services provider. This included writing formal Methods and Procedures to define the VoIP business and PSTN processes.

RBOC Wholesale and CLEC Parity
- ➢ Developed best-practice content behind RBOC point of view on replacing back-office wholesale applications with service oriented architecture.
- ➢ Managed Data Analysis Team of data warehouse support project for RBOC, including all aspects of telephony order lifecycle. Responsible for 50 FTEs in the support of FCC audit of a performance measurements application with goal of gaining entry into long distance market. Responsible for quality and change control of all formal and informal inquiry responses by client to federal government, state governments, third-party auditors, and CLECs. Also, maintained all clients invoicing for entire program.
- ➢ Developed system and method for CLEC performance measurement quality assurance that resulted in US Patent #20040230563.
- ➢ Managed the Testing and Infrastructure team of data warehouse development project for RBOC. Coordinated the Comparison Testing, Project Management Office (PMO), Configuration Management, Move-to Production Plan, Knowledge Transition, Raw Data Testing, Error Table Comparisons, and Production Readiness Testing.

EDUCATION:

- ➢ Ohio State University, Bachelor of Arts, Columbus, Ohio

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EXPERIENCE SUMMARY:

Michael Emry joined Capgemini (then Ernst and Young, LLP) in June of 1995. Michael has over 14 years of system development and delivery experience, focusing on solutions across the Telecom and Cable industries. He has held multiple delivery lead roles working on large IT projects with RBOC's, Wireless Providers, and Cable Companies including BellSouth, Time Warner Cable, Cox Communications, and Sprint.

Michael's key delivery roles in the telecommunications industry include:
- Engagement Director for Time Warner Cable's Campaign Management project within the Customer Value Creation initiative
- Project Manager for Cox Communications HSD Multi-tiered Speed Implementation
- Project Manager for Sprint PCS Call Center Forecasting and Scheduling Project
- Project Manager for BellSouth DSL Tier 2 Call Center Forecasting and Scheduling Optimization Project
- Project Manager for BellSouth Business Oracle CRM implementation to support Business DSL Strategic New Product Offerings
- Project Manager for Performance Management Reporting to support 271 Filings
- Project Manager for BellSouth Consumer Operations Results Data Mart

Prior to joining Capgemini, Michael worked as a Consulting Services Director with Amdocs, focusing on solutions for the telecommunications industry. He has also worked as a Project Manager with Ariba's Marketplace Solutions group and as a systems engineer with Scientific Research Corporation's Radar Division

EDUCATION:

- Masters of Science in Electrical Engineering from Georgia Institure of Technology
- Bachelor of Electrical Engineering from Georgia Institute of Technology

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EXPERIENCE SUMMARY:

ChrisTina Cavoto joined Capgemini's Telecom Media & Entertainment practice in December of 1997.   ChrisTina has over 9 years of delivery experience with Capgemini in the Telecom industry leading both IT and Business initiatives.   Her experience includes: Release and Program Management for large-scale IT initiatives, Engagement Management, Business & Systems Requirements Development and Process Reengineering.

ChrisTina's key delivery roles include:
- Overall Release Manager for BellSouth's Broadband Transformation Program ($100M initiative comprised of 3 parallel large-scale IT releases)
- Engagement Manager for BellSouth 'BERT' Tool Development (Enterprise reporting tool that collected and reported on performance, quality and service metrics for the Network, Wholesale, Consumer and Large Business organizations)
- Engagement Manager for BellSouth 'GOLD' Application Development (Performance management application used within Network organization)
- Engagement Manager for the BellSouth Content Management Portal Implementation
- Project Manager for the Program Management of eight Lines of Business Close-out Initiatives
- Project Manager for BellSouth's Network Cost Reduction Initiatives Program Management Office
- Project Manager supporting business and system requirements development for BellSouth's Oracle CRM 3.0 release
- Project Manager supporting the requirements and use case development for BellSouth's eRepair system
- Project Manager supporting the development and launch of BellSouth's on-line trouble reporting and status tracking application for large business customers
- Project Manager for BellSouth's North Carolina/South Carolina Call Center Assessment
- Project Manager for Global One's America's Shared Service Center Migration

Prior to joining Capgemini, ChrisTina was a Liquidity and Financial Manager in the Global Relationship Banking Division at Citibank.

EDUCATION:

- Bachelor of Science in Accounting from The Pennsylvania State University

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