

STEVE THOMPSON

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SENIOR INFORMATION TECHNOLOGY / BUSINESS EXECUTIVE

*Interests: VP, Software Engineering or Product Development /
Senior Executive with International Organization*

*Strategic and Creative Thinker with Global Perspective
Background in Start-Up / Rapid Growth / High-Tech / Multinational Corporations
Able to make tough, unambiguous choices impacting fate of organizations*

Remarkably talented, value-driven professional offering 10 years of experience in software development, product development and global telecommunications. Verifiable track record in increasing performance through dynamic leadership, strategic planning, process design, technology innovation and change management. Excel in guiding team of developers and analysts to provide solutions that deliver greatest business value. Equally adept in capitalizing on interpersonal and technology skills to create unique blend of innovative solutions and products while pushing creative envelope. Thrive on opportunities to drive people, processes and technology.

Offer international experience; have routinely traveled to remote locations throughout the world to work with marketing and product management teams. International projects include England, India, Singapore, Thailand, Canada and France.

Possess passion for high-tech business solutions. Experience in LAN/WAN technologies, global telecommunication infrastructures, equipment and protocols for voice and data systems, local telecommunication exchange carriers, software development, Internet solutions and enhanced communication services such as speech recognition products, applications development, transport and networking protocols and physical and data layer architectures.

CAREER TRACK:

ABC COMMUNICATIONS, INC. – Chicago, IL – 1998 to Present
(3 year old, high-growth, public Competitive Local Exchange Carrier (CLEC) providing domestic telecommunication services to 400,000 customers in 30 states. 2001 sales surpassed \$400 million.)

Tackled monumental challenges with near-impossible deadlines and turned around previously unsuccessful projects. Recognized as driving force within company hierarchy.

Director, Software Engineering

Promoted based on business acumen, ability to deliver results and innovative thinking approach to lead revolutionary electronic bonding initiative, launch and steer division towards profitability. Services focus on enterprise solutions for business to consumer telecommunications transactions; services include ISP services, calling cards, local and long-distance phone service, unified messaging and speech applications. Currently transitioning into role of Product Innovation Development and will assume speech product design and development endeavors.

Highly focused on leading 35-member software engineering team, leveraging relationships with various business groups, providing business owners with change management to adopt current process to new technology delivered from gateway system. Technology implementation allowed for visible presence in 30 states. Manage resource budget of \$4 million.

- Played key role in growing client base to 400,000 yielding annual revenues of \$400 million in 2 years. Key product is enhanced residential communication package bundling innovative local and long-distance phone service with value added features including web-based access to voicemail, speech recognition and free unlimited long distance.
- Developed revolutionary products. First, web-based access to home telephone configuration and messaging with ability to change features on-line or via telephone keypad. Second, designed and developed product integrating voice recognition into home telephone systems via Voice User Interface and Voice Extensible Mark-up Language (now in beta mode).
- Introduced Operational Support System (OSS) providing least cost of ownership and support that was rapidly deployed to 200+ end-users in 2 cities.
- Guide team charged with developing CTI (Computer Telephony Integration) technology and IVR (Interactive Voice Response) applications that enhanced customer care, slashed customer churn and lowered ownership costs. Participated in customer relationship management initiatives to handle rapid growth of customers and customer care calls.
- Established robust change management processes that achieved \$1 million in annual cost savings.

Product Development Manager

Piloted product development and supported strategic direction for product innovation. Challenged to drive technological, cultural and organizational challenges during period of explosive growth as company added 10,000+ customers each month.

Collaborated with executive management, customers, marketing, sales, customer care, enterprise control and development staff to facilitate development process on requirements and analysis. Led seamless change processes throughout organization and during production of product enhancements.

- Expanded product lines to include ISP services, calling cards, local and long-distance phone service, unified messaging and speech applications.

Senior Project Manager

Brought on board to spearhead XXX Business Networks and champion various XXX turnkey business projects. Tackled major project and developed customer billing plan as company neared launch of nationwide calling card application. Selected vendor and integrated third-party billing and rating engine into suite of services. After successfully launching Operational Support System (OSS), embarked upon new projects including conversions, fraud control, building operational teams and business processes.

- Took over troubled billing operations for Houston area growing to 80,000 customers. Collaborated with vendor and development team. Billing grew from 0 to over \$1.5 million in monthly billing within 4 months post-product launch.
- Led billing implementation system that handles nearly \$25 million per month in revenue.

SOME COMPANY – Chicago, IL – 1996 to 1998

(40 year old corporation recognized as world's leading provider of global information and telecommunications services to healthcare industry.)

Worldwide Pre-Sales Engineering Manager

Directed start-up Research and Development Department with emphasis on training global sales and engineering teams. Partnered with implementation and service support organizations to strengthen customer solutions. Provided pre-sales technical support to 270 worldwide customers. Spent significant time traveling to client sites as well as Paris and London to meet with Engineering teams and Voice Operations and Marketing teams.

- Highly involved in 200+ projects for global voice solutions. Instrumental in capturing several key clients.

Network Project Engineer

Guided team providing engineering support to global field sales / engineering teams via traffic engineering, equipment sizing and customized solutions for international networks, contact centers and automated call distribution systems for global voice and integrated voice and data solutions based on existing equipment, international protocols, local regulations and technology environments.

- Acted as technical liaison between engineering team and sales, marketing, product management and systems engineers worldwide when company entered global voice solution and network market. Conducted scores of global training seminars in concert with Marketing Department. Authored and modified seminars based on region's business and technological climates (i.e. Asia, Europe).
- Presented on-site customer presentations to multinational corporations. Traveled with local sales teams (Europe, Asia, Americas) to meet with MIS Departments and CIOs. Collaborated with sales, engineering and support teams to develop sellable solutions.