

David Andrew Toombs
1, Chalgrove, Halifax Way
Welwyn Garden City
Hertfordshire
AL7 2QJ

Telephone: 07005 800270

Fax: 07050 697609

E-Mail: Dave.Toombs@2mbs.co.uk

Web: <http://www.Toombs.co.uk>

A Telecommunications professional with considerable IT and project management experience. Multi-disciplined with experience in General Management, Product Development & Management, Project Management, Service Management and Network Operations, Maintenance and design. Innovative, hands on manager with a lateral approach to problem solving.

KEY SKILLS

- Proven ability to manage Product development projects from business case through full development life cycle and product launch.
- The ability to negotiate and develop solutions to meet and/or exceed customer requirements.
- Ability to manage and motivate teams.
- Managing and working in Global cross functional, matrix managed teams.
- Ability to motivate, innovate and meet deadlines
- Management of and negotiation with third party operators and vendors
- Proven Project management skills, including the development of detailed plans and business case to PRINCE2 standards.
- Development of processes and procedures
- Effective management of significant SG&A and capital development budgets in excess of £7M, budgetary planning and forecasting
- Post product support, revenue realisation, QoS monitoring, sales training & support etc.
- Multi disciplined, experienced in both Voice, Data and IT network infrastructures. Familiar with H323, SIP, Q931, Qsig, SS7, Frame Relay, ATM, VPN, IPVPN, Multimedia MPG2 etc.
- Developing long term strategies
- Communicating directly and clearly, both written and verbal

CAREER HISTORY

Carrier Relations and Network Optimisation Manager – PSINet Europe from September 2003 to Present

Based in Geneva, responsible for International Carrier relations and Network Optimisation of PSINet Europe's International backbone network, IP Transit and peering. Reduced network costs by 40%. Lead network migration & outsourcing projects in the UK, Germany and Belgium. Lead the introduction of MPLS technology into the core network retiring Frame Relay infrastructure. Principal point of contact for all contractual carrier issues including SLA/SLG negotiations claims for compensation. Lead the introduction of VoIP.

CAREER HISTORY

SENIOR MANAGER, ADVANCED VOICE PRODUCT DEVELOPMENT - WorldCom from June 2000 to Dec 2002

Lead and project managed the development and launch of all advanced voice, value added and new technology products within WorldCom EMEA and Global Marketing Directorate. Directly managing a team of 3 PD managers and project teams of up to 25 in a Matrix Management environment on a global scale. Responsible VoIP (SIP protocol, G711 & G729 compression), Instant Messaging (presence applications) "E" Business, Web/Call Centre, Unified Messaging, and Mobile Products for the SME and Corporate Marketplace. Currently leading the development of WorldCom's VoIP, SIP based product set from simple PABX to VoIP telephony via IP routers to "Desktop VoIP" and "presence" applications. Developed Internet Dial, Number Portability and Direct and Indirect Voice products. Managed multi million pound capital development budgets. Launched WorldCom's UK Mobile MVSP product and Global Pre & Post Paid Calling Card products. Developed and delivered a WEB based OSS to support the Calling Card business. Responsible for the development of IT systems including billing systems in support of all new products. Deputy to the Director, Advanced Voice Product Development.

PRODUCT DEVELOPMENT MANAGER - MCI WorldCom from June 1999 June 2000

Responsible for voice product development projects within the International Division of MCI WorldCom. Products include number portability, pre and post paid card products, IN platform integration and mobile resale/VSP products. Developed Product Development reporting tool (*Promis*) for project lifecycle reporting for all of MCI Worldcom International.

GENERAL MANAGER, EQUIPMENT SERVICES - ACC TELECOM Apr 1997 - Feb 1999

Managed a £1.5M turnover business targeted at SME, Education and Health sectors. Directed the work of 5 functional units and third party suppliers and contractors. P&L responsibility, managed SG&A, and capital budgets. Produced business plans and budget plans, forecasts and strategies. Responsible for the recruitment of staff, staff appraisals, training and development. Directed all sales, marketing, product development, operations and maintenance activities. Planned and implemented business critical projects. Defined and project managed the implementation of a Customer/Service support system, including e-mail/www customer interface. Planned, scoped and managed Year 2000 project for all network infrastructure and products. Conceived, developed, planned and implemented projects for MIS systems, and equipment product development. Worked with customers in improving service levels, implemented Customer/Service support system. Negotiated contracts and SLA's with customers and third parties. Implemented KPI reporting process to board Directors. Increased customer base by 100% and reduced operating costs by 25%.

BUSINESS DEVELOPMENT MANAGER - IPM Comms Plc Apr 1995 - Apr 1997

Conceived, planned and managed the development of card payment services marketplace and associated network infrastructure for the SME marketplace. Managed product launch and post launch support. Developed traffic and pricing analysis on an ongoing basis enabling traffic to be placed with the most cost-effective carrier. Defined and managed projects for the development of new products and associated management systems for the UK liberalised market. Managed Pan European project teams of up to 10 in a matrix management environment in both Italy and the UK. Responsible for all IT and network development matters. Identified business processes and implemented procedures. Defined and managed a project to implement the Teligent PE90 value added services credit card platform and service introduction. Produced procedures, operated and maintained card platform, implemented and maintained Internet access with SMTP/POP3 mail gateway and WWW Proxy server providing Inter/Intranet facilities.

DEVELOPMENT MANAGER - MERCURY COMMUNICATIONS Feb 1994 - Mar 1995

Working for the Business and Consumer marketing group (SME) in a matrix management environment, responsible for the development of all products, services, network and systems. Managed the development of Mercury's first prepaid calling card service, lead cross-functional teams. Presented project status to senior

management. Obtained senior management approval for the introduction of a public message delivery service. Expanded product portfolio to include new products for private market.

OPERATIONS MANAGER - MERCURY COMMUNICATIONS 1989 - 1994

Managed an operational business unit, directed the work of 3 functional units and third party suppliers and contractors. Responsible for the recruitment of staff, appraisals, training and development. P&L responsibility for operations and maintenance of Mercury's payphones and supporting IT systems. Managed a SG&A budget of £4M, and a capital budget of £1M. Produced forecasts and planned for future growth. Developed SLA's with other business units. Negotiated contracts with outsourced third parties. Developed IT strategies, planned and implemented network projects including National Code Change. Reduced maintenance costs by 57%. Planned and implemented a managed National Network Control & Customer Service Centre. Developed and implemented fraud management processes that reduced credit card fraud by 30%. Developed and managed the maintenance of all IT systems including credit card validation and payphone management systems. Implemented quality improvement program with equipment manufacturers resulting in a 30% improvement in reliability. Implemented procedures and processes gaining accreditation to **BS5750 part 1**.

TECHNICAL MANAGER - MERCURY PAGING (Page One) 1987 - 1989

Designed, planned and project managed the launch of the Mercury Paging service and its continued expansion. Project managed the expansion to a nationwide service of 212 transmitters. Responsible for the recruitment of staff, appraisals, training and development. Managed specific customer projects. Planned and implemented the paging bureau. Managed system integration projects for email, terminal, X400 and Telex interface. Managed the maintenance and operation of the paging network and IT and billing systems. Played a key role in the negotiation, and implementation of the interconnect agreement with British Telecom. Represented the UK on the CCITT joint marketing working party for the ERMES Pan European Paging Service.

MAINTENANCE SECTION LEADER - MERCURY COMMUNICATIONS 1985 -1987

Responsible for the maintenance of all customer and network systems. Managed a team of >50 staff. Responsible for the recruitment of staff, appraisals, training and development. Experience gained on a variety of digital radio and digital fibre optic line systems. Managed the London Switch Project (Northern Telecom **DMS250/300**). Responsible for project, and final acceptance. Project acceptance of BT/MCL interconnect routes. Implemented a training program for British Telecom staff on BT/MCL Interconnect.

MAINTENANCE ENGINEER - MERCURY COMMUNICATIONS 1983 - 1985

Implemented and maintained much of Mercury's digital microwave and fibre trunk and customer systems including **TDM data multiplex**, **PABX** interfaces and customer telemetry systems. Implemented and maintained Mercury's first **TDMA** microwave local distribution system. Established Mercury's first satellite earth station (Thameside), providing international television gateway services, international leased data and **DMS250P** switched services. Managed the earth station project, performed all Intelsat acceptance testing for Thameside Earth Station. Managed the operations and maintenance of Mercury's first earth station, Thameside.

BRITISH TELECOM - TECHNICAL OFFICER 1969 - 1983

Served a three-year apprenticeship, working in all areas of the business but specialising in transmission maintenance, transmission construction and clerk of works duties

PERSONAL DETAILS

Nationality: British
Date of Birth: 3rd April 1953
Driving license: Full, clean

HOBBIES AND INTERESTS

Amateur Radio. Holder G8FXM and M3FXM licenses. Interested in weak signal work via Meteor and tropospheric Scatter using personal computers to enhance the received signal. Active in digital communications using PSK31, FSK441 and AX25 modes. Interested in amateur Television broadcasting. Other interests, Personal Computing and the Internet.

Member of the Radio Society of Great Britain (RSGB)
Secretary to the UK Six Metre Group (UKSMG).

EDUCATION AND TRAINING

2002	PRINCE2 Foundation Certificate No:	P2R/024898
2002	PRINCE2 Practitioner Training	Scoll Methods
2001	TCPiP and VoIP	Acterna
2001	Introduction to 3G	Lucent (Swindon)
2001	IP Telephony	SSE University (WorldCom)
2000	SAP/R3 Project Manager	WorldCom
1999	Introduction to Arbor	WorldCom
1999	Introduction to ICSB	WorldCom
1999	Introduction to ICOMS	WorldCom
1998	Spin Selling Techniques, training and coaching	Huthwaite
1993	Performance Management	Wheelwrights & Bishop
1993	BS5750 Quality Auditing	Rede
1992	Team Working	Brathay
1992	Project Planning	Nichols
1990	Total Quality Culture	Mercury
1987	Telecommunications Approvals	Teleprove
1988	Introduction to Finance	CBI
1986	Introduction to Management Skills	Cable & Wireless

Various technical training courses including but not limited to; digital transmission systems, multiplex digital microwave, fibre systems, digital switching e.g. **Nortel DMS250** operations and maintenance, TDMA microwave systems, KU band earth maintenance and operation at both British Telecom and Cable & Wireless training colleges.

EDUCATION

Open University

Technology Foundation Course (T101)
Mathematics Foundation Course (M101)
The Effective Manager (B784)

Newport College of Further Education

BTEC Higher Technical Certificate
Telecommunications (HTC) Part 1

East Monmouthshire Collage of Further Education

City and Guilds Telecommunications 270
Intermediate

Blackwood Secondary Modern School

O Level

