

**** FLORIDA PUBLIC SERVICE COMMISSION ****

DIVISION OF REGULATORY OVERSIGHT
CERTIFICATION SECTION

Application Form for Authority to Provide
Interexchange Telecommunications Service
Between Points Within the State of Florida

021107-TI

Instructions

- ◆ This form is used as an application for an original certificate and for approval of assignment or transfer of an existing certificate. In the case of an assignment or transfer, the information provided shall be for the assignee or transferee (See Page 16).
- ◆ Print or Type all responses to each item requested in the application and appendices. If an item is not applicable, please explain why.
- ◆ Use a separate sheet for each answer which will not fit the allotted space.
- ◆ Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of **\$250.00** to:

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

Commission Clerk
and Administrative Services

Note: **No filing fee is required** for an assignment or transfer of an existing certificate to another company.

- ◆ If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Regulatory Oversight
Certification Section
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6480

Check received with filing and forwarded
to Fiscal for deposit. Fiscal to forward
deposit information to Records.

Initials of person who forwarded check:

[Handwritten initials]

FORM PSC/CMU 31 (12/96)
Required by Commission Rule Nos. 25.24-470,
25-24.471, and 25-24.473, 25-24.480(2).

1
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FPSC-COMMISSION CLERK

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 11807-02. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must obtain written EXD/Tech permission before you can access it.

ORIGINAL

1. This is an application for (check one):

Original certificate (new company).

Approval of transfer of existing certificate: Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.

Approval of assignment of existing certificate: Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.

Approval of transfer of control: Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

2. Name of company:

Paramount Communications, Inc.

3. Name under which applicant will do business (fictitious name, etc.):

Paramount Communications, Inc.

4. Official mailing address (including street name & number, post office box, city, state, zip code):

Paramount Communications Inc.

7474 PMB102 Creedmoor Rd

Raleigh, North Carolina 27613

5. Florida address (including street name & number, post office box, city, state, zip code):

2002 Wentworth Place

Winterhaven Florida 33881

Select type of business your company will be conducting (check all that apply):

Facilities-based carrier - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.

- Operator Service Provider** - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- Switchless Rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers, then offers resold service by enrolling unaffiliated customers.
- Prepaid Debit Card Provider** - any person or entity that purchases 800 access from an underlying carrier or unaffiliated entity for use with prepaid debit card service and/or encodes the cards with personal identification numbers.

7. Structure of organization;

- | | |
|--|---|
| <input type="checkbox"/> Individual | <input checked="" type="checkbox"/> Corporation |
| <input type="checkbox"/> Foreign Corporation | <input type="checkbox"/> Foreign Partnership |
| <input type="checkbox"/> General Partnership | <input type="checkbox"/> Limited Partnership |
| <input type="checkbox"/> Other _____ | |

8. **If individual**, provide:

Name: _____
Title: _____
Address: _____
City/State/Zip: _____

Telephone No.: _____ Fax No.: _____
Internet E-Mail Address: _____
Internet Website Address: _____

9. **If incorporated in Florida**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State Corporate Registration number:**
P020000111102

10. **If foreign corporation**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State Corporate Registration number:**
-NA-

11. **If using fictitious name-d/b/a**, provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:

(a) **The Florida Secretary of State fictitious name registration number:**
-NA-

12. **If a limited liability partnership**, provide proof of registration to operate in Florida:

(a) **The Florida Secretary of State registration number:** -NA-

13. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

14. **If a foreign limited partnership**, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

(a) **The Florida registration number:** _____

15. Provide **F.E.I. Number** (if applicable): _____

16. Provide the following (if applicable):

(a) Will the name of your company appear on the bill for your services?
() Yes () No

(b) If not, who will bill for your services?

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

(c) How is this information provided?

Monthly Statement

17. Who will receive the bills for your service?

- | | |
|---|--|
| <input checked="" type="checkbox"/> Residential Customers | <input checked="" type="checkbox"/> Business Customers |
| <input type="checkbox"/> PATs providers | <input type="checkbox"/> PATs station end-users |
| <input type="checkbox"/> Hotels & motels | <input type="checkbox"/> Hotel & motel guests |
| <input type="checkbox"/> Universities | <input checked="" type="checkbox"/> Universities dormitory residents |
| <input type="checkbox"/> Other: (specify) _____ | |

18. Who will serve as liaison to the Commission with regard to the following?

(a) The application:

Name: Christopher Smith

Title: V.P. of Marketing

Address: 7474 PMB 102 Creedmoor Rd

City/State/Zip: Raleigh, North Carolina 27613

Telephone No.: (919) 426-7425 **Fax No.:** _____

Internet E-Mail Address: Chris-PCI@att.net

Internet Website Address: WWW.PCIVOICE.COM

(b) Official point of contact for the ongoing operations of the company:

Name: Christopher Smith

Title: V.P. of Marketing

Address: 7474 PMB 102 Creedmoor Rd

City/State/Zip: Raleigh, North Carolina 27613

Telephone No.: (919) 426-7425 **Fax No.:** _____

Internet E-Mail Address: Chris-PCI@att.net

Internet Website Address: WWW.PCIVOICE.COM

(c) Complaints/Inquiries from customers:

Name: Amy Hamrick

Title: V.P. Operations

Address: 2002 Wentworth Place

City/State/Zip: Winterhaven, Florida 33881

Telephone No.: (919) 345-3254 **Fax No.:** (253) 669-7141

Internet E-Mail Address: AMY-PCI@att.net

Internet Website Address: WWW.PCIVOICE.COM

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

North Carolina, South Carolina, New Jersey

(b) has applications pending to be certificated as an interexchange telecommunications company.

(c) is certificated to operate as an interexchange telecommunications company.

North Carolina, South Carolina, New Jersey, Texas

(d) has been denied authority to operate as an interexchange telecommunications company and the circumstances involved.

NO

(e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.

NO

(f) has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.

NO

20. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(a) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, please explain.

_____ NO _____

(b) an officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

_____ NO _____

21. The applicant will provide the following interexchange carrier services (check all that apply):

a. NO MTS with distance sensitive per minute rates

- _____ Method of access is FGA
- _____ Method of access is FGB
- _____ Method of access is FGD
- _____ Method of access is 800

b. NO MTS with route specific rates per minute

- _____ Method of access is FGA
- _____ Method of access is FGB
- _____ Method of access is FGD
- _____ Method of access is 800

c. NO MTS with statewide flat rates per minute (i.e. not distance sensitive)

- _____ Method of access is FGA
- _____ Method of access is FGB
- _____ Method of access is FGD
- _____ Method of access is 800

d. NO **MTS for pay telephone service providers**

e. NO **Block-of-time calling plan (Reach Out Florida, Ring America, etc.).**

f. NO **800 service (toll free)**

g. NO **WATS type service (bulk or volume discount)**

- _____ Method of access is via dedicated facilities
- _____ Method of access is via switched facilities

h. YES **Private line services (Channel Services)**
(For ex. 1.544 mbs., DS-3, etc.)

i. NO **Travel service**

- _____ Method of access is 950
- _____ Method of access is 800

j. NO **900 service**

k. NO **Operator services**

- _____ Available to presubscribed customers
- _____ Available to non presubscribed customers (for example, to patrons of hotels, students in universities, patients in hospitals).
- _____ Available to inmates

1. **Services included are:**

- _____ Station assistance
- _____ Person-to-person assistance
- _____ Directory assistance
- _____ Operator verify and interrupt
- _____ Conference calling

22. Submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

23. Submit the following:

A. Managerial capability; give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

B. Technical capability; give resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance.

C. Financial capability.

The application **should contain** the applicant's audited financial statements for the most recent 3 years. If the applicant does not have audited financial statements, it shall so be stated.

The unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer **affirming that the financial statements are true and correct** and should include:

1. the balance sheet;
2. income statement; and
3. statement of retained earnings.

NOTE: *This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.*

Further, the following (which includes supporting documentation) should be provided:

1. **A written explanation** that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. **A written explanation** that the applicant has sufficient financial capability to maintain the requested service.
3. **A written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.

THIS PAGE MUST BE COMPLETED AND SIGNED
APPLICANT ACKNOWLEDGMENT STATEMENT

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of its gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

UTILITY OFFICIAL:

Kimberly H Colman
Print Name

Kimberly H. Colman
Signature

CEO
Title

10 25 - 2002
Date

(919) 345-3253 (919) 845-9770
Telephone No. Fax No.

Address: Paramount Communications, Inc.
7474 PMB 102 Creedmoor RD
Raleigh, North Carolina 27613

THIS PAGE MUST BE COMPLETED AND SIGNED

CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be provided in one of the following ways (applicant, please check one):

- () The applicant will **not** collect deposits nor will it collect payments for service more than one month in advance.

- () The applicant intends to collect deposits and/or advance payments for more than one month's service and will file and maintain a surety bond with the Commission in an amount equal to the current balance of deposits and advance payments in excess of one month.
(The bond must accompany the application.)

UTILITY OFFICIAL:

Kimberly Calhoun
Print Name

Kimberly H. Calhoun
Signature

CEO
Title

10-25-2002
Date

(919) 345-3253
Telephone No.

(919) 845-9770
Fax No.

Address: _____

Paramount Communications, Inc.

7474 PMB 102 Creedmoor RD

Raleigh, North Carolina 27613

THIS PAGE MUST BE COMPLETED AND SIGNED

AFFIDAVIT

By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide interexchange telecommunications service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083."

UTILITY OFFICIAL:

CHRISTOPHER Smitz
Print Name

Christopher Smitz
Signature

V.P. Marketing
Title

10/25/02
Date

(919) 426-7425
Telephone No.

(919) 845-9770
Fax No.

Address: _____

Paramount Communications, Inc.

7474 PMB 102 Creedmoor RD

Raleigh, North Carolina 27613

CURRENT FLORIDA INTRASTATE SERVICES

Applicant **has** () or **has not** () previously provided intrastate telecommunications in Florida.

If the answer is has, fully describe the following:

a) What services have been provided and when did these services begin?

b) If the services are not currently offered, when were they discontinued?

UTILITY OFFICIAL:

CHRISTOPHER Smith
Print Name

Christopher Smith
Signature

V.P. Marketing
Title

10/25/02
Date

(919) 426-7425
Telephone No.

(919) 845-9770
Fax No.

Address: _____

Paramount Communications, Inc.
7474 PMB 102 Creedmoor RD
Raleigh, North Carolina 27613

CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT

I, (Name) _____,

(Title) _____ of
_____ (Name of Company)

and current holder of Florida Public Service Commission Certificate Number

_____, have reviewed this application and join in the petitioner's request
for a:

() transfer

() assignment

of the above-mentioned certificate.

UTILITY OFFICIAL:

Print Name

Signature

Title

Date

Telephone No.

Fax No.

Address:



PARAMOUNT COMMUNICATIONS INC.

Paramount Communications
7474 Creedmoor Rd. #102 Inc.
Raleigh, NC 27613

(p) 919-845-9010 (f) 919-845-9770

From the Desk of
Kimberly Calhoun
CEO

Thursday, October 24, 2002
Letter of financial Explanation

Past financial

We have been incorporated since Feb. 1999 and provided our first services in October of 1999. We provide outstanding customer service and we actually receive "Thank You" cards and letters from our customers. Our business model and skills have allowed us to build the company and keep it in a stable position. We have secured surety bonds or letters of credit to allow us to begin interconnection agreements in the beginning. We have kept an upstanding credit with all of our business activities.

Present:

We are building and adding to our business model and have broaden our business to build the revenue. We have contracted with resellers and joined other companies that are adding to our revenue. Our revenue flow has been good enough to allow us to operate without any financial problems.

Future:

Our new business model that we are deploying will allow us to be more competitive and offer more features and competitive prices to the consumer. We have increased our staff to allow us to properly build this program. This should help us generate revenue with a gross profit margin of about 68%. We are getting a lot of support and request for our services and we now wish to deploy our business in the state of Florida so that we can further expand our quality of services and increase our revenue flow. We currently have opportunity for over 600 customers ready to do business with us in Florida.

Sincerely,

Kimberly Calhoun

Kimberly H. Calhoun

10217 Baileywick Road
Raleigh, North Carolina
W/H (919) 847-8487 F (919) 847-6880

Paramount Communications Inc.

Raleigh, North Carolina 27613

CEO and President of Operations

- Established and managed a start up local exchange carrier Telephone Company from ground up obtaining all licenses and industry codes that are required.
- Created the business model for 5 states establishing \$190 million dollar revenue for a 2 year forecast with a break-even analysis around \$4.3 million dollars. With the fine balance team established the company is capable of producing a 68% gross profit margin.
- Prepared and wrote all tariff and applications for the approval of the Public Utility Commissioner in every state that we operate in.
- Represented the company on all regulatory issues including the hearings for the licenses.
- Managed all financial accounting and forecasting creating the cash flow projections.
- Designed and programmed proprietary customer service and billing databases that interfaced with each other.
- Managed all departments and responsible for all approvals of all purchases.
- Defined and enforced corporate policies.
- Established negotiations with all the Bell Operating Companies for interconnection agreements.
- Industry and Marketing research for forecasting.
- Strategically planned the market focus while working with advertisers.
- Hired and trained all personnel including provisioning.
- Provision telephone service for customers and diagnose any high tech problems with the lines and report them.
- Recruit Financiers.
- Coordinate all schedules for support and handled all escalated technical support issues.

Consultant (DSR, & other small companies)

January 1997 to September 1998

Raleigh, North Carolina 27613

Customer Relations, and Manager

- Consult and Manage several start up companies including a technical consultant company.
- Recruit Financiers and investors as well as employees to operate the startup companies and successfully raised over a quarter of a million dollars in 2 months for business operations for two of the companies.
- Establish customers for technical support which consist of the fortune 500 industry and the government.
- Assist small CLEC's with start up.
- Train small companies on how to use their network and computers. Assisted with troubleshooting network problems.
- Coordinate all schedules for support and handle all technical support issues for T-TAC, assist IBM, DTI, RADCOM and other large companies with ATM, LAN and WAN issues and Marketing Concepts.

Wandel and Goltermann

December 1996 to May 1997

RTP, North Carolina 27709-5385

S.E. Regional Account Manager

- Managed all of the territory issues and all the major accounts in the BellSouth region and Managed the sales rep firms in those states.
- Built a 1.5 million dollar forecast from a zero dollar forecasted territory in 6 months.
- Coordinated all schedules for support and handled technical support issues with equipment for Sonet, ATM, LAN and WAN.
- Established new accounts such as Time Warner, Broad Band Technologies, Nortel, Alcatel, MCI and various other large companies.

TTA

April 1996 to July 1996

Longwood, Florida 32779

Sales Representative for 6 South East States

- Managed 9 vendors products in the Telecom and Datacom industries with all major accounts consisting of the BOCS and RBOCS, Utilities companies and various other fortune 500 including the Wireless companies.
- Established new accounts and maintained old s will as built a new territory.
- Provided technical support for all Data communications equipment

Kimberly H. Calhoun

TEKELEC

Morrisville, North Carolina 27709

November 1994 to April 1996

Sr. South East Regional Account Manager

(Jan 1995 to April 1996)

- Managed all 9 states of the South East with a 2 million dollar forecast representing the Diagnostic Division selling LAN, WAN, ATM, Signaling SS7, and Wireless Equipment.
- Reestablished a dead territory and developed strong relationships with customers such as Bell South, IBM, MCI AT&T, Alcatel Seimens, and Erickson.
- Prepared all Proposals for large contracts and all Quotes.
- Performed majority of the Customer Support and technical support for the LAN, WAN and ATM equipment.
- Involved with preparations of Government contracts such as GSA, EDS and IC4I.

Sr. Customer Service Engineer NDD

(Nov. 1994 to Jan 1995)

- Supported the Chameleon Open with all customers and sales under the East Coast Division.

Fujitsu Network Switching

Raleigh, North Carolina 27609

September 1989 to November 1994

Sr. Technical Assistance Engineer for Customer Service

(March 1994 to Nov. 1994)

Technical Assistance Engineer for Customer Service

(June 1993 to March 1994)

Installation Test Engineer for Customer Service

(July 1990 to June 1993)

Software Development Engineer for Technical Operations

(September 1989 to July 1990)

- Provided technical support to customers and installers for all equipment 24 hours a day 7 days a week.
- Assist with all the ATM trials Nationwide including the North Carolina information Network Highway, interfacing with Bell Core and customers during regression testing and prepared all the necessary documentation for presentations.
- Assist with the budget planning for purchasing equipment and training seminars necessary for the department.
- Designed tools to automatically generate information for the databases for status reports and charts.
- Tested and analyzed OC3C and OC12, SMDS DS1/DS3, Frame Relay, Ethernet and Token Ring services.
- Prepared and executed various tests procedures for quality and regression testing of the Narrow Band, ISDN and Broad Band Fetex-150 and prepared alternative strategies for any delays.
- Interacted with Japanese Subject Matter Experts with Customer requests and with major issues.
- Designated as Site Manager during Phase B analysis.
- Prepared and presented a Technical Training course for Bell Core.
- Designed a program in UNIX to maintain a status report for both the lab and the phase B site test results.
- Refined Technical skills with various seminars consisting of Broadband, ATM, ISDN, LAN (ETHERNET and Tokenring), SMDS, and Frame Relay applications.
- Attended ATM forum meetings to establish standards for our company.

Accomplishments:

- Received a Team Effort Annual Award.
- Received a 3 and 5 year Service Award.
- Received a Phase B Turnover Award
- Magazine Interview of my technical evaluation of ATM test equipment.
- Wrote a 2 paragraph quote of my technical evaluation of test equipment for a Magazine article.
- Sat on the Development board of analysis equipment with HP to develop a portable ATM analyzer.

Northern Telecom

Research Triangle Park, North Carolina

September 1984 to December 1988

Customer Service Engineer

- Directed customer assistance. Required extensive knowledge of DMS100 operation systems and people handling skills under stressful conditions. Majority of customer problems solved without TAC referral.
- Negotiated and scheduled work assignments necessary to meet both customer and team needs.
- Coordinated, recruited, trained and innovated a Quality Control Circle while in systems test department.
- Simplified procedure documentation allowing customers to facilitate updating software.
- Composed and conducted system audits for customer switches to insure quality and performance.
- Tested and Analyzed the DMS100 at a system level and verified quality of new Software updates.
- Supervised DMS field upgrades with teams consisting of between 2 and 12 personnel.
- Influenced upper level management of the BOC's written approvals for necessary upgrades required at their sites.
- Refined Personal Customer Related skills with courses such as managing Customer Relations and a Building Block course for starting a Quality Control Circle.
- Refined Engineering and technical skills with courses such as DMS100 Overview, Documentation's I and II, and Various courses pertaining to each individual piece of equipment, and DMS100 Translations for the various Software Tables.

Kimberly H. Calhoun

Accomplishments:

- Received a letter of commendation for effectively completing a modification project on old test equipment .
- Received a letter of commendation for coordinating a Networking System to aid in component level troubleshooting.

Carolina Power and Light

Raleigh North Carolina

January 1984 to April 1984

Maintenance Technician (CO-OP)

- Maintained the Switch and Microwave systems. Worked with various equipment which included IIT, ATT Western Electric and many others. Jack-of-all-Trades.

EDUCATION

Schools Attended:

Central Piedmont Community College

Charlotte North Carolina.

Wake Technical College

Raleigh North Carolina.

North Carolina State University Japan Center

Raleigh North Carolina.

Degrees and Certificates Earned:

Computer Engineering Technology

2 years of Japanese

Chris Smith

5520 Bridford Place Raleigh, North Carolina 27613 (919) 676-8403 cssmith62@msn.com

Objective

A position where leadership skills in the fields of Market/Cost Analysis, Project Management and Customer Service contribute to increased sales and customer satisfaction, while maintaining the highest quality standards.

Summary

Seventeen years experience providing marketing, cost analysis, design verification, and technical support within the telecommunications industry. Managed Caribbean regional accounts that included Cable & Wireless, Codetel and Global Village Telecom (GVT). Demonstrated expertise in coordinating account requirements within the product portfolio. Assessed and resolved complex issues while maintaining margins and revenue.

Strengths:

- Results-Oriented Account Manager
- Market / Risk Analysis
- Cost Reduction Specialist
- Technical Design Verification
- Public Speaker
- Extensive experience in MS Office, Framebuilder, Windows, and UNIX

Professional Experience

Nortel Networks **Research Triangle Park, North Carolina** **1984 – 2001**

Senior Market Development Account Leader *2000 - Present*

- Constructed account strategies, directed network proposals, supervised business case studies and negotiated release content resulting in **\$200 million** of customer purchase commitments. Managed all account team activities including Finance, Design, Support, Sales, and New Product introduction.
- Created the first interworking network proposal to contain both North American and International standards.

Senior Business Cost Management Engineer *1997 – 2000*

Analyzed current design costs and future enhancements. Identified cost savings through alternate vendors and newly developed technologies. Implemented these cost measures through design and updated all databases for history purposes.

- Created a comprehensive databases to track component obsolescence issues prior to last time buy. Identified a 25% cost reduction in design and manufacturing. Implemented cost database for forecasting new product line of business and presented weekly cost analysis to the Senior Marketing Executives.
- Conceived and implemented a business case to remove a carcinogenic coating material from all products lines for Green standards, and reduced costs by 15%.
- Negotiated a 12% cost savings with component vendors for manufacturing.

Senior Hardware Verification Engineer

1989 – 1997

Verified all new prototypes and design changes for Nortel Networks Public Switched Telephone Network (PSTN) products. Certified 3rd party data products, and established a customer lab with a fully operational switch for testing and demos.

- Generated test plans, adhering to the ISO 9001 process, for newly designed prototype hardware. ISO 9001 auditor representative leader.
- Created software test tool to simulate telephone traffic and enable design team to track capacity problems in real time.
- Established OEM vendor lab for system licensing program creating \$50K revenue per month. Licensed 10 third party vendors of ISDN protocol phones.
- Presented Signaling System 7 (SS7) network overview at Customer Technical Services Symposium 1989-1991.
- Became the technical support team leader (5 years) for all datacom related equipment: Frame relay, ISDN, and LAN applications.

Technical Support Engineer

1984 – 1989

Worked in a team environment to be on-call support for the 4 regional time zones in the US. Specialized in the Signaling System 7 networks.

- Supported in-service telephone companies as customer service interface for technical problems and software upgrades.
- Collaborated with Emergency Technical Assistance Support (ETAS) on system recovery procedures resulting in a 10% decreased downtime and increased customer satisfaction of 90%.
- Coordinated in-service hardware and software upgrades, facilitating all system takedowns and recovery for 56 telephone companies in 22 states.

Education:

Industrial Technology / Business Administration	BS in progress 1980-84
Eastern Kentucky University	
A+ Certification	in progress 2002

Dean A. Cline

7933 Kingsland Dr.
Raleigh, North Carolina 27613

(919) 782-8543
dacline@nc.rr.com

OBJECTIVE

Seek a challenging position in a fast-paced technical company drawing on my ability to solve problems, lead teams, and verify quality products that will meet the customers' changing technological needs.

SUMMARY

Sixteen years of diversified industry experience with telephony, broadband, and networking products in ISO certified companies. Ten (10) years of product verification and lab management experience with four (4) years of experience of leading a verification team with up to ten (10) engineers on various projects and features testing networking products and interface software using various operating systems, software, and hardware.

OPERATING SYSTEMS	UNIX (Linux, SunOS, HPUX), MS DOS, Windows 95/98/ME/2000/NT
PROTOCOLS	Signaling System 7 (SS7), TCP/IP, SNMP, IP, DOCSIS, VLAN, Spanning Tree, IGMP, RIP, OSPF, BGP
LANGUAGES	ANSI C, Pascal, Protel, HTML, Perl, Tcl/Tk
APPLICATIONS	Oracle 8.0.X and 8.1.X (Sun/NT), Cornerstone Provisioning System (CPS2000), SNMPc, Shoniti Surveyor, NetXray, MS Office, MS Project, Visio
HARDWARE	IBM PC and compatibles, Macintosh, Sun and HP Workstations, BayStack 450, Accelar1200, Tekelec MGTS, INET Turbo-7, IXIA 1600, SmartBits 2000, DOCSIS cable modems, Packet Ports (VoIP), Cable Modem Termination System (CMTS), Nortel DMS100 and Signal Transfer Point (STP) telephony switching products

WORK EXPERIENCE

TEKSYSTEMS INC./NORTEL

Raleigh, NC

02/02 – present

Commissioning/Verification

Consulting position that encompasses the networking and testing of DMS-100, Meridian SL1, ATM-based Passport 15K switch, Optera 3500 Metro OC3 demultiplexer, and SPM products for 300+ frame traffic network.

- Installed, commissioned, and tested various DMS-100 and Meridian products to support traffic network using POTS and DS1.
- Commissioned and verified Nortel SPM ATM- and OC3-based products interfacing the Passport 15K ATM switch and Optera 3500 Metro using Nortel Preside Manager for network management of OC3, STS and DS1 cross-connects.

NORTEL/ARRIS Inc.

Raleigh, NC

1/99 – 12/01

Senior Product Verification Engineer

Multi-functional responsibility on mature products and developing projects for hybrid fiber coaxial (HFC) networks involving lab design and installation, product verification, and departmental interface with marketing and design teams in local and remote locations. Directed a team of eight engineers to verify software provisioning product and multi-service access shelf (MSAS) project used in a cable network.

- Designed, installed, and managed IP and HFC networks for product verification and customer demonstration labs supporting CPS2000, Oracle, CMTS, DOCSIS cable modems, Packet Ports, and third party IP networking products for maximum usage and flexibility.
- Evaluated and assigned new features and primed new projects in order to expedite the test efforts of a team of eight engineers for DOCSIS, GUI-based provisioning (CPS2000), and IP routing (MSAS) products using IP, VLAN, Spanning Tree, IGMP, SNMP, and DOCSIS protocols.

- Researched industry specifications and third party products to increase test efficiency for IP routing features including IPv4 routers, OSPF, RIPv2, and BGP for new carrier grade Multi-Service Access Shelf product.
- Developed test plans and test strategies for each verification cycle for each product or feature following ISO-9001 documents.
- Performed system administration functions on Sun and Windows NT workstations providing server applications and various Windows platforms supporting the CPS2000 product for the lab networks.
- Installed and programmed IXIA and SmartBits traffic simulators and protocol-testing packages to increase test coverage and relieve test support to be utilized elsewhere.
- Installed and maintained Linux-based automated protocol-testing package using Perl and Tcl/Tk to perform simple tests unattended.
- Created verification test cases by researching design documents and industry specifications to ensure product quality and compliancy.
- Overhauled sanity, regression, and feature tests of mature products to reduce duplicate test efforts.
- Worked closely with design and marketing on feature implementation and issues during integration test phase that reduced issues found during verification phase and decreased time to market from fifteen (15) weeks to ten (10) weeks.
- Provided technical support for Nortel design and verification departments using ARRIS products.
- Assigned to represent the verification team at Hardware and Software design meetings.
- Assisted in the implementation of transfer of CPS2000 product testing from one site to another without a slip in verification schedule.
- Group achieved ISO 9001 certification on first attempt.

Northern Telecom Inc.

Raleigh, NC

12/91 - 1/99

Product Verification Engineer II-IV/Senior Product Verification Engineer

Multi-functional responsibility on mature DMS-STP products and a newly developed Broadband STP project for telephony networks involving product verification, lab installation and management, and direct interface with design teams in various locations. Provided around the clock technical support for verification team on lab maintenance issues and problem resolution. Acted as a liaison for third-party vendors and customers on demonstrations with new hardware and software releases. Directed a team of ten (10) engineers to verify new features on hardware and software releases.

- Installed and managed DMS-STP, BroadBand STPs and support equipment for the product verification lab network using five (5) STPs, various DMS end office switches, and Tekelec traffic and protocol simulators.
- Performed upgrades, sanity, regression and feature testing on Signaling Transfer Point (STP) and GUI interface products on a live SS7 network environment.
- Worked closely with design during early software development to assist in unit and integration testing.
- Identified and tracked software deficiencies and worked with design to resolve the issues during verification cycle.
- Supervised a team of engineers during the product verification phase of new software releases to ensure maximum product test coverage and reduce verification test phase time.
- Programmed and maintained Turbo7 and MGTS traffic simulators for automation testing, traffic generation, and protocol testing to increase test coverage with minimal supervision.
- Strengthened customer satisfaction by keeping targeted issues visible for quicker resolution while on a Issue Management Team.
- Coordinated meetings and testing with Bellcore and Network Operation Forum representatives for STP software verification and audits for Nortel on STP network certification.
- Developed the product verification lab management document and assisted in the development of the product verification process for ISO certification.
- Provided training for new engineers on product verification process and new product features.
- Provided STP product support for other Nortel departments during customer demonstrations in a network testing environment.
- Assisted in design and maintenance of departmental web page using Cold Fusion and Access 97 for use in tracking test cases and problem reporting.

Bell Northern Research Inc.

Raleigh, NC

3/89 - 12/91

XPM Software Design/Sustaining Engineer

- Developed maintenance code to diagnostic area of peripheral software and feature design code in table control and peripheral software.
- Provided support on field issue resolution and customer documented problems on diagnostic issues.
- Coordinated meetings for feature reviews and code inspections.

Northern Telecom Inc.

Raleigh, NC

7/87 - 3/89

Equipment Applications Engineer

- Produced job specifications and drawings that reflected the customer's request for DMS100 telephony switching equipment.
- Provided interface with marketing, engineering and documentation departments for each job specification.
- Maintained technical support for installation, customer and marketing throughout each job sequence.

Northern Telecom Inc.

Atlanta, GA

6/85 - 7/87

Systems Line up and Test Engineer

- Performed final testing and on-site training for Nortel fiber optic transmission products, digital multiplexers (DS1/DS3), and DE-4 channel banks for all customers.
- Assisted in installation and upgrading of Nortel products.
- Provided technical support for customers and US installation teams.
- Coordinated pre-installation meetings with various telephony customers.

EDUCATION

DEVRY INSTITUTE OF TECHNOLOGY Atlanta, Georgia

Bachelor of Science in Electrical Engineering Technology 7/82-6/85, GPA 3.35/4.00

Brenda Joyce Cochran

Objective

Seeking a challenging test engineer position within a progressive company to apply ample telecommunications test experience towards the growth and profitability of that company.

Work experience

Nortel Networks on loan to ARRIS Interactive RTP, NC

Senior Product Verification Engineer

January 2000 – August 2001

Performed testing/verification of Cable Provisioning System (CPS) product utilizing Windows NT and SUN Solaris GUI; including test plan/case creation and execution, troubleshooting, s/w installation/verification, and test bed configuration. Primary contact for product test by designers. Knowledge of Oracle, Windows NT, Unix, and TCP/IP protocol.

Nortel Networks RTP, NC

Senior Product Verification Engineer

September 1997 – December 1999

Duties include testing, troubleshooting, and maintenance of Broadband STP product. Responsibilities included test plan/test case creation, sanity, regression, and feature test case execution.

Fujitsu Network Communications, Inc. Raleigh, NC

Member of Technical Staff—Lab Services

September 1991 to September 1997

Duties include installation, test, and maintenance of ATM Lab switches. Responsibilities include the application and testing of hardware/software upgrades, sanity testing of new S/W generics, patch application and verification, user support, tracking of switch hardware through repair/return process, switch inventory, and preparing various test plans/procedures for company-wide use. Skills include the use of various test equipment and PC based applications. Also developed/maintained departmental WEB page on intra-company WEB site.

BNR, Inc. RTP, NC

Member of Technical Staff—Global Product Verification

December 1989 to September 1991

Duties involved the DMS100/200 switching system and included reliability testing of new products/features, product integrity testing of new products, FIT testing, and determining PRS status and closing if necessary.

Northern Telecom Inc. RTP, NC

Technical Support Specialist—Reliability Lab

April 1987 to December 1989

Duties included maintenance/troubleshooting of DMS100/200 telephone switching equipment, S/W patch updates, field performance support, and complete reliability and performance testing of new products/features. Testing performed included temperature and voltage extremes, maintenance impact testing, functional testing, traffic analysis, transmission analysis, ESD sensitivity, and thermal map.

Leadhand-Field Application Technical Support

December 1985 to April 1987

Responsibilities included supervising a field modification team, traveling to a customer site, meeting with the customer to discuss the affects of modifications to be done on their DMS100/200 switch and performing modifications on site with little or no service interruptions

Systems Test Team Leadhand

February 1985 to December 1985

Responsible for scheduling and testing of incoming DMS100 peripherals in a timely and efficient manner through supervision of a team of 14 technicians.

Systems Test Technician

October 1983 to February 1985

Duties included ambient/heat testing of DMS100/200 equipment, diagnostic and functional testing of peripherals, troubleshooting H/W and S/W faults, and assuring that the product met required test specifications prior to shipment to the customer.

Education

AAS in Electronic Engineering Technology - May/1983
Wake Technical Community College, Raleigh, NC

TCP/IP Analyst Certification Program - March/2001
Global Knowledge, Cary, NC

References

Available upon request.