Proven Engineering and Network Operations leader with an expertise in network, customer operations, network engineering, submarine cable operations, Leadership in emergency management response and planning, risk management and network security architecture and NG911 networks. Experience in project/program management of IT and network programs leveraging Lean Six Sigma methodology and ITIL practices. Strengths include leadership of large diverse teams, development of strategic and tactical plans. Operational and risk management, capital, and expense budget management.

Experience

HAWAIIAN TELCOM

Director III – Technology, Engineering and Operations

3/2023 – Present

- Currently leading a team that is responsible for the Architecture, Engineering and Tier 2/3 support of Hawaiian Telcom's and altafiber' s CORE, EDGE, Access, Video and Advance Voice network and NG911 network.
- Responsible for overseeing the primary NOC for the SEAUS submarine cable network from California to Indonesia, including landings in Guam, Hawaii, and the Philippines.
- Management of network vendor maintenance contracts and network management systems in support of and execution of an "always on" vision. Experience in standing up and managing offshore resources for NOC and Network Engineering roles.
- Responsible for company service and business continuity operations (EOC) and network incident management using ICS and ITIL 4.0 best practices.
- Development of company Voice Transformation plans, including identification of Network Transformation opportunities.

Director I & II – Network Reliability   **09/2016 – 3/2023**

- Directing a team of 60 US based and 30 offshore employees responsible for stewardship of Hawaiian Telcom's network and 24x7 monitoring of network and building infrastructure that provides Voice, Video, Data, Internet, and E911 services.
- Directing a team of 16 responsible for Architecture, Network planning and engineering of Hawaiian Telcom's CORE, EDGE, Access, Video and Advance Voice network, with a capital budget of $32M.
- Responsible for overseeing the primary NOC for the SEAUS submarine cable network from California to Indonesia, including landings in Guam, Hawaii, and the Philippines.
- Management of network vendor maintenance contracts and network management systems in support of and execution of an "always on" vision. Experience in standing up and managing offshore resources for NOC and Network Engineering roles.
- Responsible for company emergency operations (EOC) and network incident management using ICS and ITIL 4.0 best practices.

VERIZON

Director – Global Network Engineering & Operations IT   **01/2009 – 08/2016**

- Directed a team of 22 responsible for strategic planning, selection, prioritization, and execution of OSS systems supporting the Verizon Global Network Engineering organization.

- Managed system architecture, development and priority of system enhancements supporting new technology, system consolidation and convergence of the Verizon's Access and Backbone network that totaled $80M a year.

Director – Network Engineering – FTTP PMO   04/2006 – 01/2009

- Led a team of 20 project managers responsible for the Network Services OSS program, which included supporting rollout and process changes across Verizon access network, specifically Verizon's premier Fiber to the Premises (FTTP) deployment.
- Responsible for implementing process and OSS changes that supported several key FIOS Video and Data infrastructure initiatives, including Long Haul Network elements, IP PEGS equipment deployment, introduction of the Reconfigurable Optical Add/Drop Multiplexer and High-Definition Video On-Demand (VOD).

Director – Network Engineering   07/2002 – 04/2006

- Directed 175 employees across the Verizon Telecom footprint, which ensured the accuracy of $33B in COE assets and effective utilization of capital budgets and supporting a reliable network. Defined new procedures to meet objectives, including the barcoding of Verizon East COE assets during this timeframe.
- Managed a $12M annual expense budget in support of the East Barcode Deployment initiative and Regional Inventory Management.
- As part of a voluntary developmental assignment, served as an OSP Construction Manager for the Texas Region and managed a 78-member team responsible for network infrastructure improvement, air pressure maintenance, preventive maintenance and fiber drop installation associated with the Fiber to the Premises deployment. Oversaw the local Cable College, which trained OSP construction technicians on new equipment and installation techniques.

Manager – OSS System Support   01/1998 – 07/2002

- Managed a system support team of 24 specialists that maintained multiple service fulfillment and provisioning systems.
- Participated in the implementation of a new strategic inventory and provisioning system (AAIS) and a strategic consumer Order Entry system in 1998.
- Lead Team for implementation of Instant Provisioning across GTE footprint.

Prior Experience

GTE HAWAIIAN TELCOM   12/1996 – 01/1998

Section Manager – OSP Engineering   12/1996 – 01/1998

Sr. Admin – Region Ops Support   02/1993 – 12/1996

OSP Engineer and Exchange Planner   01/1990 – 02/1993

Education

MS Telecommunication Management – Stevens Institute of Technology   12/2003

BS Electrical Engineering – University of Hawaii – Manoa   12/1989

Miscellaneous

State of Hawaii E911 Board Member 2018 to Present