

# MARTY STEPHENSON

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## SKILL HIGHLIGHTS

- Experienced Leader in Telecom & IT including RAN, OSS, Core Network, Software Development, ITIL Service Management Process, Change Management
- Leadership of Multi-function National Virtual Teams
- Proven Team Building Skills, Creating Loyalty and Low Employee Churn
- Certified ITIL Practitioner: Service Desk, Incident & Problem Management
- Established Vendor Management and Strong Negotiator
- Extensive Project Management Skills and Life Cycle Management
- Public Relations, Communications & Customer Service
- UMTS, HSPA+, 5G, LTE, GSM, Fibre Transport, CDMA, WCDMA, TDMA, AMPS, IS95, Systems Administration, IP, Internet, DNS, IPv4, IPv6, POP/SMTP, AAA and SAN & Wintel

## PROFESSIONAL EXPERIENCE

ROGERS COMMUNICATION INC., Brampton, ON June 2009-Present

### **Director, National Access Engineering** (Interim Oct 2019-Current)

- Design standards for all wireless cell site (Non-RBS) equipment including transport, power and civil related.
- Lead the Engineering Centre of Excellence and Value Engineering Program
- Support Regional Engineering Teams to improve & standardize processes, production quality, implementation strategies and tools development
- New product evaluation and rollout of civil and wireless infrastructure equipment.
- Represent Rogers in industry committees/forums to understand and influence current best practices and establish company-wide codes and standards
- Board Co-Chair STAC (CWTA) industry council
- CAPEX/OPEX financial administration.

### **Manager, Civil Engineering National Standards** (Jan 2019-Current)

- Develop and publish Civil Design Engineering standards, guidelines, technical bulletins etc. for use by the regional field operations, regional network implementation and external consultants & contractors for wireless cell site augmentation and construction.
- Support field operations for resolution of civil infrastructure issues
- Work with other departments and third parties to process third party co-locate requests
- Assist regional engineering, real estate and project management groups as required in acquisition/construction of new network facilities and modification of existing ones.

### **Manager, Services Innovation Program** (2014-2018)

*Voice & Data Engineering Liaison for New Product Development, Product Management and IT*

- Network Prime Voice & Data Services (Engineering/Operations) liaison for New Product Development, Product Management & IT initiatives.
- Innovation program consolidation, management and communication.
- Prioritization and alignment of innovation program with NPD, Product Management, IT, End to End Voice & Data Services departments and other Network organizations
- Drive completion of Engineering Technical and Financial Assessments to support program requirements.
- Business case review and communication.

**Manager, Network Change Management (2009-2014)**

*Lead the Change Management function for all planned activities on the Rogers Wireless, Cable, Internet, Video & Voice Network Infrastructures*

- Responsible for ensuring that the procedures of Rogers Operations Change Management are followed for change activity on internal Rogers and External third-party infrastructures
- Development of proper documentation and support procedures for all Change Control efforts. Ensure service disruptions are minimized. Communicate with internal and external customer groups regarding the impact, causes, and estimated resolution timeline for change control activities
- Create, gather, and document requirements, perform audits of change tickets and provide reports for KPIs
- Responsible for conducting stakeholder analysis to determine gaps and provide feedback for process improvement. Develop, refine, and implement best practices to maximize efficiency and ensure consistency in Network Operations Centre.
- Responsible for ensuring that change activity related issues are tracked and managed during post incident reviews, root cause analysis, etc.
- Manage team responsible for authorizing planned change requests, emergency changes and special maintenance requests. e.g. extended maintenance window requests; resolving conflicts to planned changes prior to approval.

HUAWEI TECHNOLOGIES, Markham, ON Dec 2008-June 2009

**Program Manager, Bell UMTS/HSPA Wireless Network Implementation (Contract/Temporary)**

*Responsible for overall Program Management of National Infrastructure build for Bell's HSPA Network.*

- Overall responsibility for the successful planning, execution, monitoring, control and executive reporting/briefing of the Bell HSPA Implementation Program
- Lead team of Project Managers for OSS, RNC, NodeB, iDBS Implementation.
- Manage overall build Program Schedule, Manage Customer reporting
- Manage issues involving foreign manufacturing; CSA Standards, Safety Code 6, Tower Standards (TIA/EIA-222)

BELL MOBILITY, Toronto, ON 1988-2008

**National Manager, OSS Operations, 1999-2008**

*Responsible for Management of the National OSS Infrastructure in a large multi-location business, including Infrastructure Planning, Project Management, Security, Wireless Telecom Support Systems.*

**Supervisor, Network Technical Services Centre, 1990-1999**

**Customer Service Representative, 1988-1990**

## PROFESSIONAL DEVELOPMENT

### *Leadership / Business Education*

<b>Executive Program in Strategic Agility</b>	Schulich School of Business
<b>Critical Thinking and Strategic Problem-Solving Skills for Leaders</b>	Schulich School of Business
<b>Strategic Management</b>	Schulich School of Business
<b>Financial &amp; Managerial Accounting for Non-Financial Manager: Beyond the Basics</b>	Schulich School of Business
<b>Web Intelligence – Business Objects Reporting</b>	Compuexcel
<b>Managing Matters (Leadership Curriculum)</b>	Rogers Education
<b>Leadership Essentials</b>	Bell (Ops College)
<b>Building Leadership dependencies: Delegation</b>	ILE
<b>Foundations of Management</b>	Bell Mobility Internal

### *Process Education*

<b>Kepner Tregoe: Root Cause and Problem Management</b>	Kepner Tregoe
<b>ITIL Practitioner: Service Desk, Incident &amp; Problem Management</b>	PINK Elephant
<b>ITIL – How to Define &amp; Document Processes &amp; Procedures</b>	PINK Elephant
<b>ITIL Service Management Essentials</b>	PINK Elephant
<b>Problem Solving: Six Sigma</b>	CGI
<b>Project Management &amp; Project Initiation</b>	FGT Consultants
<b>Building Business Cases</b>	FGT Consultants
<b>Project Management – MS Project</b>	Learning Tree

### *Technical Education*

<b>Building IPv6 Networks</b>	Salient Federal Solutions
<b>Building Cisco Multi-Layer Switching Network (BCMSN)</b>	Cisco / Global Knowledge
<b>ISS Secure U</b>	Internet Security Systems
<b>Introduction to ATM</b>	TRA
<b>Networking with IP</b>	IIT
<b>Netmetrixs</b>	Agilent Technologies.
<b>Solaris 7 Unix Administration I &amp; II</b>	Sun Microsystems
<b>Fundamentals of Networking</b>	Bell IIT
<b>Nortel 809 - CDMA Cellular Overview</b>	Nortel
<b>Nortel 1001 - MTX-01 AMPS/TDMA Cellular Handoff</b>	Nortel
<b>TMI Communications - Mobile Satellite Communications</b>	TMI
<b>Mobility Canada Satellite - MSAT - Train the Trainer</b>	TMI
<b>Nokia Authorized Repair Technician Training – “A” Level</b>	Nokia