

CURRICULUM VITAE

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May 2006 to date **Revenue Protect Limited**
Freelance Telecommunications Consultancy

- Set up a new business offering experienced expert consulting in the fields of telecommunications revenue assurance, billing, regulatory compliance, accounting and data integrity.

November 2004 to April 2006 **Cable & Wireless**
Head of Revenue Assurance Controls

- Formed and managed a new UK revenue assurance department through a mixture of external recruitment and internal redeployment.
- Recruited and managed an all-new international revenue assurance project team. The team was responsible for implementing new group-wide revenue assurance capability and directing the work of their counterparts employed in C&W's extensive overseas business operations.
- Managed process mapping of UK interconnect settlement and retail billing ready for SOX 404 compliance. All processes and controls were documented from order or event to GL posting.

April 2001 to November 2004 **T-Mobile UK**
Best Practice Manager, Revenue Assurance, Billing and Carrier Services

- Headed the programme that saw T-Mobile UK become the first operator approved to the UK regulator's new Metering and Billing (M&B) accuracy standard. The first audit was conducted in a record time of six months compared to industry expectations of eighteen months. Continued in this role for a second audit, extending the scope to SMS and data services, becoming in April 2004 the first operator to obtain unlimited approval for all services including 3G.
- Devised a measurement strategy for end-to-end errors in retail charging. The strategy combined data obtained from a variety of sources including: test event generators, SS7 probe data, automated reconciliations of test and network records between different platforms, a re-rating database, manual bill checks, and detailed analysis of suspense and write-offs.

August 1996 to April 2001 **Deloitte & Touche**
Manager, Telecoms Group, Information Risk Management Division

- Acted as Billing Integrity Manager for 18 months at the UK operation of an international fixed line operator.
- Conducted an extensive review of customer billing processes for an incumbent operator.
- Managed the team reviewing data protection within a high-profile UK regulator.
- Reviewed network cost management of the European branch of an alternative fixed line operator.
- Performed a detailed interconnect costs review for a voice reseller.
- Managed the Telecoms Risk Assurance team's database of industry contacts and its intranet site.

September 1995 to August 1996 **Overseas travel and voluntary work**

September 1994 to September 1995 **University of York, Computer Science Department**
Research Assistant

July 1994 to September 1994 **Royal Liver Insurance**
User Interface Analyst (contract)

Qualifications: Chartered Accountant, ICAEW, 1999
MSc Information Systems (with distinction), 1994
BA (Hons) Mathematics and Philosophy, First Class, 1993