



ROGER MOORE

B.Sc.

PERSONAL PROFILE

An analytical, self-motivated, and team-oriented professional with a record of exceeding expectations in the ever-changing environment of the global telecommunications industry.

- ❖ More than 20 years' experience working as an Account Manager in global organizations.
- ❖ Strong management, planning, and leadership skills with a strong business acumen.
- ❖ Proficient communicator with demonstrated success in building long-term relationships and growth opportunities from complicated accounts.
- ❖ Industry-specific training and knowledge: Tier 1 Client Relationship Management, Global Expertise and Opportunity Management, Risk and Escalation Management, P&L and EBIT Management, Delivery and Program Management, Commercial and Legal Negotiation, BSS, OSS, and PCRF.

WORK EXPERIENCE

2018–2015 | **MOONRAKER Canada (Toronto)**

Account Manager

- Responsible for the daily management of assigned accounts, including: engagement, expansion, program management, implementation of customer-oriented activities, and fulfilling customer expectations with a goal to ensuring profitable growth.
- Served as primary point of contact, and escalation point, for client solutions of assigned accounts.
- Led groups and activities within the organization to further the execution of profitability target plans in areas such as: delivery, operations support, OGS, Product, QA, Consulting, Finance, Legal, and IT.
- Selected accounts included: Iusacell (now AT&T), Mexico's third largest wireless telecommunications company; CFE, Mexico's government-owned electricity company and operator of the country's second largest fibre-optic network; AMX-UNSI-Claro Argentina, the country's fourth largest mobile network.

CONTACT

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CERTIFICATIONS

AMDOCS

BSS
SMB & Multi-Play
RM Portfolio Solutions
OSS
Customer Management
CES Cross Portfolio

MANAGEMENT TRAINING

Communicate Effectively- Critical
Communication Skills

Legal and Tax Fundamentals,
Financial Fundamentals

Negotiation Skills

Risk Management

Improving Business Results with the
Simplify Experience Approach

Harvard- Crisis Management

INDUSTRY TRAINING

Quad Play, Wireless, Managed Services, Telecom, Datacom, Cable, Digital Experience

Sales: Selling Right 2.0 Concepts/ Guidelines/ Value Setting, Speaking the CTO's Language, Using P&L to Improve Sales Results, Improving Business Results with Selling Right 2.0, Helping Your Customer Monetize 4G/LTE Services, Harvard Training (Deal Making 2.0), Making the Major Sale, Turning Great Strategy into Great Performance

TECHNICAL SKILLS

Microsoft Office Suite Proficiency:
Excel, Word, Powerpoint,
Project, Outlook

Additional Proficiencies:

Unix
Oracle
C++
Pascal
Cobol
Assembler
Java
SQL

LANGUAGES

English (Speaking/ Reading/ Writing)

Spanish (Speaking/ Reading/ Writing)

2009-2010 | **MOONRAKER Canada** (Toronto/ Mexico City)

Acting PMO

- › Oversaw program management of the AMX Portal and Digital Commerce Portal project for subsidiary Telcel (a Tier 1 wireless company).
- › Established PMO office for AMX in preparation for expansion to 16 countries.
- › Coordinated the assessment and refocusing of the project to adjust to a new marketing direction towards national coverage and expansion to 16 other countries.

2003-2008 | **SPECTRE Canada** (Toronto/ Mexico City)

Business Manager

- › As a contractor working for AMDOCS via JD VALEE Inc., responsible for sales, product development, delivery, and technical support for the AMDOCS ISP framework for residential and SME markets.
- › Negotiated and led a major upgrade for the AMDOCS Horizon Project (an ISP Framework) for residential/ SME internet markets, including: provisioning, CRM, self-care, rating, and home billing integration.

2000-2002 | **GOLDENEYE Canada** (Toronto)

Manager, Technical Support Services

- › Managed support teams for NA, EMEA, & CALA in Canada, the UK, and India, and provided 24/7 services to worldwide customers, travelling when necessary to the US, Europe, and Latin America.
- › Implemented an internal rapid response support group responsible for providing product support.
- › Major clients included: Bell, Verizon Wireless, BT, Cingular, SBC, Ameritech, CNet, and Telmex.

1998-1999 | **THUNDERBALL Technology Group** (Toronto)

Engineer, Pre-Sales Latin America, Middle East, and Africa

- › As the company technical spokesperson, positioned products and solutions for potential and existing customers by demonstrating product capabilities at seminars, marketing events, and trade shows.
- › Developed technical white papers in Spanish to better assist customers

1997-1998 | **SPECTRE** (Mexico City)

Manager, Internet Services Operations

- › Responsible for corporate/ home billing of National Internet Services
- › Established Fault Management and 24/7 coverage for internet services

1996-1997 | **SPECTRE** (Mexico City)

Senior Analyst, Internet Services

- › Responsible for the creation of the first ISP in Mexico.
- › Integrated internet billing to the legacy telephone billing system.

EDUCATION

1990 | **University ITESM** (Mexico)

