

**Ronald J. Wojcik**  
**2368 Fenhurst Place**  
**Dunwoody, Georgia 30338**

Phone: (770) 458-7867

Mobile: (404) 375-6618

E-mail: ronw@pragmatic--solutions.com

**SUMMARY**

**Senior executive with 25 years experience defining, developing, delivering and supporting state-of-the-art real-time carrier-class network services and IT operations support systems for Tier 1 Telecommunications Service Providers**

- Seven year tenure with full management responsibility for company-critical software development projects addressing FCC mandates, revenue-generating service innovation and operational cost reductions
- Strong communication skills with the ability to both establish and motivate an organizational vision made actionable through pragmatic approaches that prudently balance complex technical challenges and associated business considerations
- Excellent track record managing highly talented technical personnel and establishing strong teamwork and a sense of urgency in an R&D environment, meeting project commitments with high quality deliverables while developing a cohesive community
- Highly approachable style that focuses on continuous quality improvement by identifying and adopting practical structured software development and project management approaches appropriate to the environment being addressed
- Recognized for ability to champion and articulate benefits of business-justified internal software development in an environment pre-disposed to outsource such efforts

**SKILL SET  
SYNOPSIS:**

<b>Telecommunications</b>	<b>Information Technology</b>	<b>Program Management</b>
<b>Intelligent Networks</b>	<b>Software Development</b>	<b>Portfolio Management</b>
<b>Operations Support Systems</b>	<b>Strategic Planning</b>	<b>Organizational Leadership</b>
<b>Industry Consultant</b>	<b>Tactical Execution</b>	<b>MBA, PhD, PMP Credentials</b>
<b>Research &amp; Development</b>	<b>Business Analysis</b>	<b>Process Improvement</b>

**EXPERIENCE**

**Pragmatic! Solutions, LLC**

2002-present

**Principal Consultant**

Strategic consulting services provided to Telecommunications and Information Technology applications and systems suppliers.

**TTI Telecommunications**

2003-2006

**Executive Director/Technical Account Manager**

Responsible for technical management of OSS system deliveries under contract to Tier 1 Service Providers. Efforts encompass delivered software quality, new project delivery commitments, production support of deployed systems, internal software development processes, project management procedures and customer relationship management.

Accomplishments include successful development, deployment and support of nine next generation OSS releases for full FCAPS Metro Ethernet; Broadband performance & capacity; and Direct Internet Access inventory & provisioning solutions; implementation of disciplined project management and software development practices; and contributions to corporate strategy and product direction.

**BellSouth Telecommunications**

1991-2002

**Executive Director/Network Vice President – Science & Technology**

Responsible for technical management of production deliveries into the BellSouth network and operations infrastructure. Scope of responsibilities included managing the organizational

process for cross-business unit project commitments, including technology assessment, costs, schedule, dependencies, and risk analysis/mitigation across a variety of technical domains.

Managed of a staff of 195 personnel, including a significant contractor population, leading a ten person Senior Director team. Provided project focus in an R&D organization that was functionally organized. Recognized within the organization and at officer level as the "glue" that held the R&D team together. BellSouth Science & Technology was the primary Research & Development arm of the corporation, with responsibility for identifying and assessing new technology developments and transforming the company's network and operations infrastructure through the deployment of cost-justified strategic thrusts, including: Fast Access/ADSL Broadband Network Management System; Loop Qualification System; Service Order Entry Gateway; Network Reporting System; Advanced Intelligent Network (AIN) service offerings including Local Number Portability, CallerID Deluxe, Privacy Director, Internet Call Waiting, Advanced Intelligent Messaging, 20 additional tariffed offerings, 75 prototype and trial applications; and 12 AIN Service Management System releases. Organizational accomplishments included external assessment of the organization at CMM Level 2 by the Software Engineering Institute and a highly successful R&D Tax Credit justification with the Internal Revenue Service.

**Research Director – Science & Technology**

Responsible for defining, staffing, implementing and socializing the process by which BellSouth would pursue requirements and system specifications for the emerging Advanced Intelligent Network, working closely with the marketing organizations to ensure appropriate service drivers, with the internal development organization to ensure specifications had required specificity, and with operations to ensure services and systems met needs a carrier network imposed on such offerings. Built systems engineering specifications organization into highly effective force for innovation, growing group from five to twenty engineers in four years. Defined and led systems engineering effort to meet project critical need for a Service Management System.

**AT&T Bell Laboratories**

1977-1991

**Supervisor, Local Switching Systems Engineering**

Provided direction and specification for 5ESS/1AESS Switch Intelligent Network product offerings for the Custom Local Area Signaling Services (CLASS); Attached Processor-based Service Creation; and SS7-based Area Wide Centrex services. Had industry impact in defining national standards for CLASS feature operation. Led systems engineering specification effort to address RBOC Adjunct Software Architecture and Service Node thrusts.

**Supervisor/Member Technical Staff, Switching System Development**

Designed and developed real-time fault-tolerant Electronic Switching System software for AT&T Operator Services (TSPS) and local digital switching (5ESS Switch) products. Provided operator console control software for multiple product releases. Provided rating-related software, flash-cut nationwide, to support sophisticated time-of-day rating. Project managed development effort encompassing ten groups (fifty engineers).

**Sargent & Lundy Engineers**

1974-1977

**Senior Systems Analyst**

Adapted operations research techniques to automate nuclear power plant cable routing, enabling company to replace its manual approach with an automated solution through a ten-fold improvement in application performance. Converted government nuclear simulation codes to operate in a UNIVAC environment.

**Saint Bonaventure University**

1971-1974

**Director, Academic Computer Center & Assistant Professor of Mathematics**

Developed Computer Science program, defining and teaching a broad range of courses to both Math/Science and the broader student population. Personal initiative drove major computer system upgrade. Supervised Masters thesis on computer-aided testing. Performed statistical analyses under contract to Army Corps of Engineers.

**PROFESSIONAL  
AWARDS**

2004 - Project Management Professional Certification  
1998 - BellSouth Telecommunications Gold Medal Quality Award  
1997 - BellSouth Network Group President's Award  
1994 - BellSouth Network Quality Award for Science & Technology  
1989 - AT&T Architecture Award  
1985 - Beta Gamma Sigma, University of Chicago

**PROFESSIONAL  
ACTIVITIES**

President's Advisory Team, Personeta  
Board of Directors, Atlanta Software Process Improvement Network (2005-present)  
Senior Member, IEEE  
Member, Technical Program Committee, ICIN 2007  
Focus Group Member, PMI Portfolio Manager Role Delineation Study (2007)  
Member, Project Management Institute  
Member, Atlanta Telecom Professionals

**PROFESSIONAL  
PRESENTATIONS**

Broad range of invited presentations focusing on Regional Bell Operating Company Intelligent Network (IN) service creation, effective processes for service creation, successes and shortcomings of IN technology "promises," challenges in addressing circuit/data (IP) service creation integration, and Research & Development experience and challenges addressing quality software process implementation:

2006 - ICIN (France) – Flexible Service Creation: AIN->NGN->IMS – *Déjà vu* All Over Again?  
2005 - SPIN - PMBoK-Driven Approach to Software Development Project Management  
2002 - IN/IP World Forum - Plenary Speaker - assessment of IP service creation challenges  
2001 - IN2001-Keynote Speaker - IN/IP integration challenges  
2000 - 2<sup>nd</sup> Annual Watts Humphrey Lectures - CMM Level 2 experience in R&D environment  
2000 - ISS2000 (England) - Session Speaker - Successes and shortcomings of IN promise  
1995 - SuperComm - Session Chair - Intelligent service creation industry experience  
1994 - Developed/conducted workshop for Dekalb County Educators Day (60 participants)  
1992 - ISS '92 (Japan) - Session Speaker - Process approach to intelligent service creation  
1991 - Governor's Education Day - BellSouth panelist  
1991 - AT&T Technical Journal - Intelligent Network Platforms in the U.S. - coauthor

IN World Forums ('92,'95,'96,'98,'99, 2000; 2001, 2002) - presentations/session chairs

**EDUCATION**

**MBA - Executive Program, University of Chicago, 1985**  
**PhD - Applied Mathematics, Brown University, 1972**  
**BS - Mathematics, Illinois Institute of Technology, 1967**