

RICHARD BESSETTE

674 Hawkside Mews NW □ Calgary, AB, T3G 3S1 □ 403.547.2670 (H) □ 403.612.2670 (C) □
rrjbessette@shaw.ca

HIGHLIGHTS OF QUALIFICATIONS

- **Technical Competencies:** Solutions Oriented ~ PCs & Laptops ~ Cellular Telephone Networks ~ Software Development & Support ~ Telecom Signaling Protocols ~ CVS ~ UNIX & Linux
- **Areas of Expertise**
 - Cellular and Wired Telecommunications
 - Product Line Management: Product Life Cycle
 - RFP & RFQ Proposals
 - Solutions: Concept to Implementation
 - International Experience
 - Customer Satisfaction & Retention

RELEVANT SKILLS AND EXPERIENCE

Management

- Reported to VP of Operations; a “working” manager of 4 technicians/engineers who dealt directly with the Wmode customer base of telecom carriers and content providers to provision services in the ClearMode billing platform for web-hosted content servers
- Responsible for staffing the technical support analysts and establishing on-call schedules
- Responsible for managing all customer-generated trouble tickets; provided 24x7 support
- Supported a network of SunOs platforms of Apache Web servers and Java-based application servers and an Oracle DB
- Resolved issues that ranged from our local servers to carrier elements. Identified problem areas and brought to resolution

Technical Skills

Operating Systems:

- Windows 95, 98, ME, 2000, NT, XP
- System V Unix
- DEC VAX-VMS
- DEC RSX 11 M Plus
- HP 1000 RTE.

Languages:

- Microsoft Visual Basic (Intro course)
- C/FORTRAN/ALGOLW
- Basic
- Pascal
- HP Assembler
- Java (familiarity)

Databases:

- Oracle & SQL
- PostgreSQL

Tools:

- DEC CMS (Code Management System);
- MSWindows/Excel/Word/C/Visio/Powerpoint
- Concurrent Versions System (CVS)

WORK HISTORY

Manager of Carrier Operations

2003 – 2009

Wmode Inc.

Calgary, AB

- Reporting to the VP of Operations, managed a group of 4 Engineers and Technologists.
- Providing technical support to external content providers as well as being directly responsible for all production application servers.

Product Line Manager - Harris Canada Inc. (Microwave Communications Division) 2000 – 2002

- Managed the Aurora 2.4 GHz & 5.8 GHz Point-to-Point microwave radio products and launched the StarView Element Management System (EMS).
- Established pricing and discount schedules, bid & quote as well as on-site sales presentations; managed the product development cycle and facilitated technical issues.
- Expertise with IP protocols such as SNMP.

Sr. Technical Advisor - Harris Canada Inc. (Microwave Communications Division) 1997– 2000

- Provided pre-sales technical assistance to the Sales & Marketing and Customer Service groups; participated in network design.
- Successfully commissioned a first-generation R2 to SS7 signaling converter in Nigeria.
- Successfully closed two major sales worth \$10+ million in the Peoples Republic of China and Nigeria.

Manager TAC & FAST - Harris Canada Inc. (Microwave Communications Division) 1995 – 1997

- Managed a team of 4 technicians and engineers responsible for pre-sales system design and all post-installation warranty of the Wireless Access product line.

Technical Support Specialist Customer Engineering - NovAtel Communications Ltd. 1993 –1995

- Part of a team responsible for the development of the CRCS-800 Cellular Systems product.
- Secured a multi-million dollar contract to the Philippines.

Senior Consultant - R. Bessette Computer Consulting 1992 - 1993

- Installed and commissioned a VAX/VMS and PDP-11/73-RSX based cellular telephone system. Worked with an Oracle database system supporting ORACLE FORMS based applications as well as embedded SQL in C based applications.

Software Designer, Systems Software R&D - NovAtel Communications Ltd. 1990 - 1992

- Project Lead for a team involved with the procurement and implementation of a digital switch for host control of a switching matrix.
- Designed and maintained a real time and user-interface software on Unix and VMS based platforms controlling a cellular telephone network.

Support Specialist, Customer Services – NovAtel Communications Ltd. 1985 - 1990

- Provided 24/7 technical support of the systems' product line, via telephone and dial-up.
- Supported cellular system; hardware, software and telecommunications network interface.
- Software development.

Programmer/Analyst -Westech Systems Ltd. 1981 - 1985

- A member of the team that placed into service, the first commercial cellular system in North America: Telus' Aurora 400 MHz system which incorporated approximately 150 computers and associated switching and cell-site hardware in a data network in Alberta.

EDUCATION

Major: Economics; Minor: Computing Science 1978-1981

University of Alberta, Faculty of Arts, Edmonton, AB

Hobbies/Interests

Member of Board of Directors, Chinook Winds Greyhound Rescue

Member of Sunrisers Senior Men's Hockey Club

REFERENCES AVAILABLE UPON REQUEST