

MICHAEL V. DOWLING, P. Eng.

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OBJECTIVE:

Challenging consulting assignment where I can apply acquired skills to the benefit of clients.

POSITIONS HELD:

President (The Dowling Consulting Group Ltd.) – April 2000 to Present

Assisted clients to achieve TL 9000, ISO 9001 and SEI Level 5. Prepared and delivered training. Planned and conducted audits. Devised and documented new processes. Championed process improvement. Conducted vendor assessments. Assessed COBIT maturity levels. Developed information management standards. Monitored projects for adherence to standard methodologies.

Director Operations (TELOS Engineering) – October 1997 to March 2000

Directed development, engineering, production and customer services functions of a growing cellular switch manufacturer. Achieved record shipments. Developed and enhanced products. Integrated TELOS systems with over a dozen technology partners. Defined processes throughout the organization. Provided 7/24 customer support. Helped grow the organization to more than 80 people. Improved employee morale.

Program Manager (Nortel) - Jan 1996 to August 1997

Provided a single point of contact for customers at all levels, overall project management, resolution of issues, financial forecasts, cost monitoring, revenue and margin control, customer billing initiation, accounts receivable follow-up and overall contract administration for an 11 million dollar custom software development project.

Quality Assurance Manager (Prism Systems) - June 1990 to Dec 1995

Developed the Prism Systems Quality System. Lead SEI Software Engineering Process Assessment. Established strategies to achieve SEI Level 2. Devised and implemented software metrics. Planned and executed an ISO 9001 certification program. Became a recognized quality and software engineering process resource in the local community and within Nortel. Received President's Award for Quality on behalf of the team.

New Product Introduction Manager (Prism Systems) - October 1989 to May 1990

Developed Prism Systems new product introduction process (first organization-wide process). Implemented purchasing, manufacturing data management, shop floor control and other enterprise resource planning modules.

Engineering Manager (Microtel) - June 1988 to September 1989

Managed the introduction of new products and processes into manufacturing. cost reduction program, manufacturing documentation function, technical standards, design maintenance and field support for satellite ground station and network management products. Oversaw the restructuring and down-sizing of the Engineering function at Microtel.

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New Product Introduction Manager (Microtel) - February 1985 to May 1988

Successfully managed the introduction of numerous versions of single channel per carrier satellite ground system, network management, digital cross-connect and VSAT (very small aperture terminal) products. Streamlined new product introduction capabilities by adding prototyping, purchasing and expediting skills to the team. Grew the team to over 30 people. Overcame many obstacles to deliver the North Warning System to the Department of Defense on schedule .

Test Engineering Manager (Microtel) - April 1984 to January 1985

Established the original Test Engineering department at Microtel's Burnaby facility. Recruited, trained and equipped the team.

Test Equipment Design Manager (Microtel) - 1979 to 1984

Managed a staff of over 30 engineers, technologists and technicians who developed all specialized test equipment for the production testing of telephone switching systems. Introduced major new products such as GTD 1000 (digital PABX), GTD 3 (digital toll switch) and GTD 5 (digital end office). Instituted management by objectives and staff time reporting system. Adopted an aggressive and thorough recruiting procedure which resulted in excellent quality and choice of new employees. Received the cooperation of all peers including those with whom conflicts had previously existed.

Field Consultant (Automatic Electric) - 1978 to 1979

Resolved technical problems encountered by Telus personnel during the installation of No. 2 EAX systems in the Vancouver area.

Installation Site Supervisor (Automatic Electric) - 1977 to 1978

Supervised the installation of the Fort Langley No. 2 EAX site. Met budget, schedule and "in service" objectives. System performance not equaled by any other No. 2 EAX.

Member of Technical Staff (Automatic Electric Labs) - 1975 to 1977

Learned all aspects of No. 2 EAX hardware and software and assisted with prototype and field trial testing. Receive recognition for contributions to the success of the first No. 2 EAX field trial.

Field Test Engineer (Automatic Electric) - 1972 to 1975

Field tested electronic switching systems including No.1 AE-XPT (tandem switch), No. 1 AE-CAMA (message accounting system) and No. 1 EAX (class 4-5 central office).

Quality Engineer (Automatic Electric) - 1969 to 1972

Developed a Quality Cost reporting system and implemented Quality Cost reduction programs.

PERSONAL HISTORY:

Interests - Coaching ringette and hockey, skiing, jogging, Toastmasters, home and auto maintenance

EDUCATION:

B.Sc. (Electrical Engineering) Queen's University 1969