

# John Alexander

15 Asa Street  
Montville, New Jersey 07045  
Home: 973.334.5127  
Cell: 973.775.2606  
John148@optonline.net

---

## PROFESSIONAL PROFILE

Dynamic telecom executive experienced in managing telecommunications' operations, systems, and applications within the financial services, customer call processing, and brokerage industries. Successfully achieved goals through combined expertise in strategic development, technological advancements, process redesign, communication and team leadership. Strength in establishing and managing teams in identifying needs; evaluating risks; defining solutions; successfully executing change management through affective use of ITIL practices and processes, implementing emerging technologies and best practices to increase performance, enhance capability, improve security, and optimize business growth. Excellent project management following PDLC methodology, COBIT disciplines, and IT Governance policies and procedures.

## AREAS OF EXPERTISE

- Vendor contract negotiations (lowest cost/best service)
- Avaya ACD applications in support of Customer Service
- Business and trading continuity assessment
- Telecom infrastructure design and development
- ITIL policies and procedures execution
- Delivering Six Sigma system availability
- Project Management (PDLC, MicroSoft Project)
- Risk management
- Strategic planning and budgeting

## EXPERIENCE

**Bank of New York Mellon Corporation**  
**NY.**

**New York,**

Vice President - Voice Services, Integration Projects Manager (*Jan 2007 to Dec 2009*)

Led numerous telecommunications integration projects within the Technology Services Division, which included:

- Replaced a corporate based legacy voice mail system, networked to multiple branch offices, following an extensive technology assessment and selection process. The vendor and technology selected was Cisco's CUCM Unified Messaging System.
- Directed the project to introduce a global VoIP Cisco standard which would serve to replace 156 branch offices' Nortel and Avaya telephone systems which were scheduled to reach EOL between 2010 - 2012.

**Bank of New York Mellon Corporation (Pershing Division)**  
**NJ.**

**Jersey City,**

# John Alexander

Vice President - Voice Implementations (*Oct 1988 - Jan 2007*)

Administered the firm's voice communications department responsible for providing operational support, and system administration for the corporate office, as well as regional and international branch offices. This responsibility involved the management of twelve executives, analysts, and technicians responsible for voice technology assessment, design, deployment, and operational performance. Accomplishments included:

- Realized \$16M in savings through contract negotiations for voice service transport.
- Supervised the construction of new telecom infrastructure facilities, and cabling in support of the firm's relocation of its corporate headquarters.
- Consistently delivered six sigma system availability of all critical telephony systems and applications.
- Provided a 24 hour business continuity and disaster recovery environment in support of voice systems and applications servicing customers.
- Managed the selection, and installation of a 800 position trading turret configuration in support of an off-site business continuity, and disaster recovery trading floor.
- Lowest number of Priority 1 service outages (<2 per quarter, per annum).
- Achieved 100% customer satisfaction level through the redundancy and availability of call processing systems.
- Lowest number of FTEs utilized in maintaining optimal performance availability.
- Consistently exceeded customer service requirements.
- Upgraded 650 trading positions with advanced trading turret technology, and hoot-n-holler application.
- Led the project to build new telecom facilities in the relocation of the company from NYC to NJ, which included selection and implementation of telecom systems, as well as the buildout of a new trading floor.
- Supervised the installation of telecom systems in the creation of branch offices throughout the United States.
- Directed the buildout of telecommunication infrastructure required in the construction of a new data center.
- Introduced PictureTel video teleconferencing following several years of intense product analysis and testing, which dramatically reduced T&E for training and recruiting staff.

**Kleinwort Benson, NA.**

**New York,**

**NY.**

Vice President/Manager Voice, Data, Trading Communications Department (*Jul 1983 – Oct 1988*)

Responsible for the administration and operation of this British Merchant Bank's IT departments, which included trading floor technologies (VBAND trading turrets, market data quote systems). Accomplishments included:

- Evaluated, recommended, and implemented advance trading floor turret technology to meet expanding trading customer requirements.
- Instrumental in introducing revolutionary new market data distribution system to Wall Street.
- Developed the firm's first WAN
- Led the telecom project team in the relocation of the company's corporate offices from Wall Street to Park Avenue, which required the selection of a new trading voice system required to meet growth demands.
- Provided a WAN to link branch offices' trading positions with corporate and global offices.

## **EDUCATION/AFFILIATIONS**

Montclair State University (65 credits in Computer Science)

Member, Wall Street Telecommunications Association

Member, Communications Managers Association

**SEARCH OBJECTIVE**

Seeking senior IT telecommunications management position within the Metro NY area.