

WILLIAM O'KEEFE, P. ENG

HIGHLIGHTS

- Strong technical skills in telecommunications and information management;
- Strong track record of building and leading multi-disciplinary teams;
- Extensive project management experience in software development and system implementation;
- Strong operational experience in the public and private sector, and;
- Extensive experience in planning and procurement of technology based systems;

EXPERIENCE

APRIL 2006 –
PRESENT

Surmount Technologies Inc., St. John's, NL

Surmount Technologies Inc provides systems engineering services for Information Communications Technology (ICT) throughout Atlantic Canada. Services include project definition, system design, procurement, project management and quality assurance. Systems include telecommunications networks, navigation systems, instrumentation, IT infrastructure and application development.

Managing Director

- Business development
- Project management and implementation
- Client list includes NL Hydro, Nalcor, Office of the Chief Information Officer, EastLink, Columbus Communications Jamaica, Fisheries and Oceans Canada, NL Centre for Health Information, CBC, ACOA, Argentia Management Authority, and Fire and Emergency Services.

FEBRUARY 2005 –
APRIL 2006

Merit Communications Limited, Kingston, Jamaica

Merit Communications was a start-up deploying a broadband network for 750,000 households including international sub-sea fibre-optic links with a three-year capital budget of US\$250 million. I was recruited on a contract basis to jump-start the network roll-out

Manager, Operations

- **Network Services** Built the network services group responsible for building and operating the back-office infrastructure of the broadband network including telephony engineering, IP engineering, network operations centre, customer provisioning, network maintenance. Responsible for building the professional teams and spearheading infrastructure deployment.
- **Customer Care Group** Built the customer care group consisting of a call centre, customer advocacy group, collections group, revenue assurance, and retail centres which is responsible for all aspect of the

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customer relationship starting with signup, billing, installations collections, and after sales support.

- **Regulatory Affairs** liaised with telecommunications and broadcasting regulators to apply for licences, lobby for changes to legislation, respond to public consultation and maintain regulatory support for the company's plans.
- **Facilities Management** Identified, leased and renovated facilities, installed and upgraded HVAC systems, emergency power systems, fire suppression systems, access control systems and video surveillance systems.

APRIL 2002 –
FEBRUARY 2005

Nautical Data International, St. John's, NF

NDI is a developer and distributor of data products (electronic charts) in the marine electronics after sales market, primarily in the Canadian commercial and recreational markets. As Operations Manager, I revised the product lines and increased the distribution network, while streamlining internal operations.

VP, Operations & Development,

- Leading a management team responsible for Product Development, Client Services, and Chart Production;
- Managing key customer relationships, and;
- Lifecycle management of the IT infrastructure.

JANUARY – APRIL
2002

Surmount Technologies, St. John's, NF

Independent Consultant to the Canadian Coast Guard

- Prepared planning documents to raise capital funding;
- Reviewed and prepared technical specifications for marine radio equipment;
- Marine Security Planning;

AUGUST 2000 –
DECEMBER 2001

Telepix Imaging Inc., St. John's, NF

Telepix was an internet and software development company focused on the digital photography industry. With markets in Canada, the US and Western Europe, the company evolved from a services company to a product company in a dynamic industry

Manager, Engineering Services

- Managed product development for the photographic industry;
- Managed a multi-disciplinary team consisting of programmers, engineers, documentation specialists, and a testing group;
- Highlights include establishing processes for increasing reliability, project management system for increased customer satisfaction, significant staffing of professional and technical positions.

SEPTEMBER 1997
– AUGUST 2000

Canadian Centre for Marine Communications, St. John's, NF

CCMC's mandate was to grow the Canadian marine ICT industry by assisting

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with product development, partnerships and marketing.

Director, SmartShip Program

- Developed a program to invest funds in marine technology companies in Canada through the development of key relationships, project planning, and technology investigation;
- Managed projects involving voyage data recorders, spread spectrum radar transmission, marine interface device development.

DECEMBER 1991 –
SEPTEMBER 1997

Canadian Coast Guard, St. John's, NF

Responsible for life cycle management of most of the electronic and IT equipment for all Coast Guard branches. Frequently called on to convert requirement statements into capital planning documents, technical specifications and procurement documents.

Superintendent, Electronics and Informatics

- Life Cycle Management including planning, design, construction, installation, commissioning, and preparation of documentation, and sparring;
- Scope of duties included radio navigation aids, radio communications, Information technology, telephony, software development, hardware design and facilities;
- Functions included budgeting, staffing, preparation of planning documents, delegation and supervision, and other management functions.

AUGUST 1985 –
DECEMBER 1991

Canadian Coast Guard, St. John's, NF

Engineer

MAY 1980 –
AUGUST 1985

Newfoundland Light & Power, St. John's, NF

Engineer

EDUCATION

1974–1980

Memorial University of Newfoundland, St. John's, NF

- B.Eng., Electrical
- Numerous technical and management courses

INTERESTS

Active at the YMCA, reading, golf, and cycling