# Lance J.M. Steinhart, P.C.

Attorney At Law 1720 Windward Concourse Suite 115 Alpharetta, Georgia 30005

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Also Admitted in New York and Maryland

Telephone: (770) 232-9200 Facsinite: (770) 232-9208 M

Email: lsteinhart@telecomcounsel.com

May 29, 2008

# **VIA OVERNIGHT MAIL**

Honorable Jones, Chairman Attn: Sharla Dillon, Dockets Tennessee Regulatory Authority 460 James Robertson Parkway Nashville, TN 37243-9021 (615) 741-3939

Re: dPi Teleconnect, LLC

Docket No. 08-00025

Dear Ms. Dillon:

Pursuant to staff request, enclosed please find for filing an original and thirteen (13) copies of dPi Teleconnect, LLC's resume of Jerry Brennan.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope. If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me. Thank you.

Respectfully submitted,

Lance/M. Steinhart

Attorney for dPi Teleconnect, LLC

**Enclosures** 

cc: David Dorwart (w/enc)

817-521-8807 brennan.jb@verizon.net

#### VICE PRESIDENT OPERATIONS

A visionary, who positions organizations to capitalize on growth opportunities. A leader, who grows the business, delivers new capabilities and preserves the existing investment. A change agent, who leverages people, process & technology to improve business productivity and contributes to the bottom line.

- Strategy Development
- Application Development
- Project Management
- Staff & Team Development
- Change Management
- Quality Assurance
- Communications
- Technology Migrations
- Client Relationship Management
- Outsourcing /Offshoring
- CMMI Management
- Financial Management

#### **EXPERIENCE**

# dPi Teleconnect LLC.: dPi Energy LLC., Dallas TX

2007 -

Provide commercial and residential Telecom and Electric services, with over 6,000 authorized nationwide agents, with revenues of \$41M.

#### **Vice President Operations**

Challenged to rejuvenate the IT department, replace the IT & Telephony infrastructure, streamline call center operations, improve sales agent and customer satisfaction, and enhance internal sales results.

- Defining and implementing a new Enterprise IT & Telephony architecture, including the internal data network, IP telephony infrastructure, and hardware and software supporting the 6000 nationwide agents, corporate departments and multiple third party corporations.
- Outsourced the IT support dPi Energy, utilizing ePsolutions' emPower platform to support corporate and residential electric customers growing the customer base from 300 to >10K in 7 months.
- Directed the operational integration of the Vertex Company into dPi Teleconnect adding 17k customers.
- Doubled the size of the internal sales organization accounting for 30% of all new company sales adding 3k customers in a 7 month period.

#### Brinker International, Dallas TX

2006 - 2007

The premier casual dining restaurant company in the world, engaging in the ownership, operation, development, and franchising of 4 major dining brands with revenues of \$4B.

#### Senior Director Enterprise Systems Architecture

Selected for a new position to define the IT Systems Architecture and Project Portfolio Management process, and build IT credibility with corporate departments.

- Defined the Enterprise People, Process & Technology Architecture baseline for all system development, reduced cost by eliminating one-off solutions and rogue technologies from entering the IT environment.
- Led definition of the IT structure to support global franchised restaurants and developed the processes utilized to transition 89 corporate restaurants into franchise restaurants.
- Pioneered the use of FranConnect, a platform to provide operational, sales and financial information for 200+ international franchisees.
- Defined requirements, created business case, and selected CorpTax ETS as the income tax solution for the 50+ Brinker Companies, reduced compliance effort and improved tax planning resulting in favorable 2007 tax treatment.

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#### The Corporate Legal Standard, Inc., Dallas TX

2005 - 2006

Innovative start-up infusing standards in the legal industry with a Microsoft based collaborative platform.

# Vice President - Product Development & Technology

Produced the technical architecture to develop and implement the standards based productivity environment.

- Instituted & managed 16 week project plan for offshore development and ensured the quality of deliverables.
- Defined service level, data architecture, and security requirements for 7x24 production implementation.
- Delivered application software and database structure to plan for the 16 week period.

#### SPRINT, Overland Park, KS

1982 - 2005

A Fortune 100 Telecommunication company of 60K employees with revenues of \$27.9B.

Senior Director Application Development - Quality Assurance, Irving TX (2001 – 2005)

Recruited to consolidate, standardize and integrate four QA departments located in Dallas and Kansas City. Manage \$23M budget and 240 staff.

- Developed the corporate standard Integrated Quality Assurance Strategy, Architecture and Structure.
- Reduced expenses 15% utilizing CMMI and ITIL expertise to define, measure, and improve processes.
- Designed and implemented quality certification standards and processes for outsourced deliverables.

## Senior Director Application Development - Outsource Management, Irving TX (2000 – 2001)

Turned around performance of a 5 year IT outsource alliance with a Big 5 firm. Manage \$100M budget and staffs of 10 internal and 500 external developers.

- In 6 months, achieved 100% utilization of outsource staff and eliminated annual penalty payments of \$2.8M.
- Produced a program management system utilized to manage cost, staff assignments and project schedules and delivered developed components per the project schedules.
- Developed a Risk Management Process that identified, acted upon, and eliminated all outsource risks.

# Senior Director Application Development - Requirements & Application Design, Irving TX (1999 – 2000) Developed IT system plan, strategy, and projects. Manage \$4M budget and 40 staff.

- Created systems plan strategy, staff allocation plans and deployment calendar for all business applications.
- Documented requirements and application design for all development, utilized best-practice techniques.
- Re-architected the customer order process that bundled disparate products into a single sales package.

### Senior Director Application Development, Irving TX (1997 – 1999)

Delivered systems that accounted for revenues of \$10.5B. Manage \$11M budget and 120 staff.

- Decreased operational run-time 35%, production outages 95%, maintenance hours 25%, and costs \$900K.
- Enhanced the strategic billing platform and eliminated the legacy national account billing system.
- Re-architected 68 monthly billing cycles into 4 logical environments, averted the purchase of 2 mainframes.

# Director Application Development - Business Requirements & Strategies, Reston VA (1990 – 1997)

Developed the Global Data Division IT Architecture. Manage \$3M budget and 28 staff.

- Executed Global Architecture review; implemented projects substantially improved company performance.
- Implemented 3 Oracle Financials instances in Europe, and a master instance in the US.
- Developed Annual Systems Plan and Resource Allocation processes, aligned IT budgets and business plans.

# **Director Application Development - International Business Requirements, Reston VA (1989 – 1990)**

Defined the International Data Division's IT Architecture. Manage \$800K budget and 8 staff.

- Developed the International Division's five year IT systems strategy and procured funding for development.
- Created the International Data Process model utilizing Information Engineering techniques.
- Documented the Service Delivery model utilized in the ISO9000 certification.

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# ADDITIONAL EXPERIENCE

US Sprint, Reston VA: Director Application Development
GTE Telenet, Vienna VA: Manager Application Development
Blue Cross - Blue Shield, Washington, D.C.: Various Application Development and Accounting Positions

#### **EDUCATION**

Bachelor of Science - Accounting, Kings College, Wilkes-Barre, Pennsylvania