

# Craig Rothwell



## Personal

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### Education

- University of Limerick, Ireland – Bachelor of Mechanical Engineering majoring in Aircraft vibrations and Materials (1992-1994)
- PMP Certified

### Languages

- Fluent in English, Swedish & German, basic Finnish

### Hobbies /Interests

- All Sports - Coaching underage football teams
- Construction – multiple small personal building projects
- Business Development
- Reading/Music
- Socializing

## Professional Profile

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- Solution Management/Architecture, Program/Project Management, Account Management, Sales and Sales support experience along with a solid technical background. 15+ years all up.
- Familiar with software development lifecycle and multiple programming languages (C, C++, Java)
- Highly experienced with customer facing roles and relationship management. PMP certified.
- Talented in the delivery of major change initiatives and continuous improvement (> 11 years).

## Most Recent Career Experiences

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### Folksam OY (Finland)

2013-Present

#### Project Solution Architect

Solution and Project Management of data migration parts (components and process) and integration parts of a larger Business Transformation project. Folksam are/were in the process of replacing core Insurance and Claims systems with the overall goals of automating the business of insurance provision and claims handling by up to 80% AND paving the way for greater customer interaction initiatives in the future.

#### Solution Owner/Manager

Owner/manager of the solution from an IT support perspective. Responsible for training of Folksam Personnel on the use of the system. First point of contact for all business groups within Folksam for business related issues, initiatives and data (reporting) requirements. Largely responsible for the seamless integration with legislative bodies in Finland to ensure that the implemented solution aligns well with legal requirements. Responsible for integration with 3<sup>rd</sup> party portals through which Folksam insurance products are sold or claims submitted.

**Manager Solution Architecture Europe East**

Sales support and delivery of solutions, software and services to major customers in the Nordics, Baltics, Russia and Eurasia. Leading a team of 7 dedicated professionals located in customer facing offices around the East Europe region. Solutions include Fulfillment, Mediation/Charging and Social Links (analytics) ([www.comptel.com](http://www.comptel.com))

**Project Manager for deliveries of the Comptel Social links product (analytics based)**

Program and project management of various analytics based solutions for the telco and non-telco industries.

**Account Manager for a Major Russian Operator**

Charged with the responsibility of ensuring the continued profitability of Comptel Business within this Operator despite an ever changing customer infrastructure and the politics that the region is famous for.

➤ Major Achievements:

1. Revamping the role of Solution Architecture within Comptel and ensuring its proper place in the Comptel Solution portfolio.

Solution Architecture is now part of the Comptel service portfolio and may be sold as a service. Also, the development of cross portfolio competencies and a more consultative, business mindset have been the forefront of my work.

**Solution Consultant and Program/Project Manager**

Sales and delivery of solutions, software and services to 2 major customers (Colombia and Australia). Responsibility for Professional Service teams. Bid manager (and participant) within the organization.

➤ Major Achievements:

1. Sale and Delivery/Implementation of Software to a customer in Australia.  
Management of contract (delivery and support) of core SW which generates in excess of AUD \$130 million per month for this customer. Contract signed within a very challenging, politically charged environment. Deployment/implementation has commenced. The success of this project laid the foundation for business within this customer for the next 2-3 years.
2. Sale and Delivery/Implementation of Software to a customer in Colombia.  
Management of contract and overall responsibility for the delivery of new platform software which generates in excess of USD \$100 million a month for this customer. The project ran over 6 months and required consistent onsite presence. The project completed mid June within budget and ahead of schedule. The success of this delivery has led to follow on sales in excess of USD \$3.5 million in the following 2 months alone.



### **Account Manager/Sales Lead for South Pacific Region**

Responsible for sales of the HP portfolio (product/services) to customers in the South Pacific region.

➤ Major Achievements

1. Managed the sale (financed deal over 5 years) of HW and support services to Telecom New Zealand.
2. Managed the sale of implementation services to Vodafone Fiji (required the establishment of a HP partner agreement with a UK company in order to facilitate invoicing due to HP local market restrictions).
3. Initiated account planning/creation for a new provider VHA (merge of Vodafone and Hutchinson). Generated interest for HP's fraud management and other portfolio offerings.
4. Focused on the objective of closing inflight deals and reviving those considered dormant.

### **Lead Solution Architect**

Lead Solution Architect towards a prepay telco provider who is number one in a cut throat market.

➤ Major Achievements

1. Delivered core Solution Architecture services to a major Australian prepaid communications provider.
2. Collaboration with customer Marketing and Operations teams to drive ideas and initiatives (originating from local market research and foreign market tracking) to provide the necessary solution architecture to bring them to market. Managing the end to end sales and delivery of all related products and services.
3. Introduced and implemented the concept of revenue pulses which allowed the provider to secure large amounts of revenue within a short time.

### **Software Engineer, Solution Manager, Training Manager**

Software Development and Business development roles which encompassed an end to end delivery model, including sales, in-house software development, deployment, training and support.

➤ Major Achievements:

1. Created new portfolio items and saleable training products to compliment software product and services sales.
  - Managed the sales and delivery of standard and customized training products to CBOSS international customers. Training was delivered on 5 continents.
  - Provided a sales support function which opened a customer a consultation channel available during the entire sales phase.
2. Software design and development.
  - Various developer roles including user interface design and creation (telco service creation environment), customer data transfer/management, Service Delivery Platform functionality and development of real time charging environments (C, C++, Java, CORBA, ORBIX, Enterprise Java Beans and Microsoft technologies (MCS))



## **Employment History**

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1997: Departmental Instructor - Gateway 2000, Dublin, Ireland

1998 – 2000: Software Engineer - Nokia Networks, Intelligent Network Platforms, Helsinki, Finland

2000 – 2004: Software Specialist - Fujitsu, OnLine Billing Solutions, Helsinki, Finland

2004 – 2008: Solution Specialist/Training Manager - CBOSS Oy (previously Fujitsu), Helsinki, Finland

2008 – 2010: Lead Solution Architect - Communication and Media Solution (CMS), HP Australia

2010 - 2010: Account Manager, South Pacific - Communication and Media Solution (CMS), HP Australia

2010 – 2012: Program Manager/Solution Consultant – CBOSS Oy, Finland

2012 – 2012: Manager, Solution Architecture – Comptel OYj, Finland