
JOSEPH M. GREENE

Objective: Seeking a leadership position with an innovative and proactive company that utilizes my skills in management, negotiation, technology assessment and problem resolution.

Westside Warehouse/Bethlehem, PA

Sept. 2005 – Present

Manager Operations – Responsible for all aspects of daily operations, IT, Marketing and new construction projects. (Part-time)

Dutch Springs/Nazareth, PA

Mar. 2005 – Present

Handyman – General repair, new construction, equipment maintenance. (Part-time)

Faulkner Cadillac/Chevrolet

Sept. 2002 – Jan. 2005

Bethlehem, PA

New Car Sales

AT&T/LUCENT TECHNOLOGIES

Basking Ridge, New Jersey

Network Hosted Solutions and Services

Oct. 2000 - July 2001

Senior Manager – Led a team in the development and delivery of Data Center Solutions for Network Service Providers (NSP) and Competitive Local Exchange Carriers (CLEC) by combining Lucent products and technologies with those of strategic partners to deliver ultra-high bandwidth, low-latency, high security networks, via Optical, ATM and Gig-Ethernet infrastructure.

Led team in network architecture, design and development, through integration and verification testing with our partners. Developed criteria and implemented web-based information delivery and collaboration. Led team in developing processes to prioritize and support implementation of projects for a \$40 million organization. Managed strategic partner relations. Supervised fifteen managers in the areas of System Architecture, Project Management, System Test and Field Support.

Enterprise Communication Systems

1999 - Oct. 2000

Senior Manager – Responsible for product and business development, in addition to P&L ownership of iCosm Collaborative Video (iCV) product. Manage all aspects of a start-up business essentially acting as the Chief Operating Officer. ICV is a high end IP-based, desktop video conferencing system.

Created complete organization for a start-up business including: Technical Field Support, Sales Channel, inventory and results reporting. Moved product from concept (pulling raw technology from Bell Labs Research) to generating over \$1M in revenue in the first 6 months on the market. Supervised nine managers in Bell Labs, Product Testing & Technical Support.

Data Networking Systems

1997 - 1999

Senior Manager – Responsible for the development of the five-year business and product plan for the Multi-Media Communications Exchange (Ethernet based Video PBX.) Achieved the position of #1 in market share. Received 6 'Best of Class Product/Application Awards' from industry publications. Realized an \$8M improvement in platform margin year over year. Evaluated three new technologies for inclusion in product portfolio. Supervised four managers.

Large Customer Communication Systems**1989 - 1997**

Product Manager - Responsible for 5-year product line plan for DEFINITY PBX. Received Vice President's 'Innovation Award' for contributions to new product design. Formulated strategic position on international signaling protocols for ISDN (PRI & BRI) as well as the ATM implementation on the DEFINITY PBX. Directed team of Market Managers and Bell Labs Engineers in translating customer needs and technology developments into marketable product; DEFINITY is the market leader in Call Center engines (ACD) and private networking. Developed a method for immediate delivery of product enhancements requested by existing customers.

Manager Cross Product Planning - Coordinated planning with other products to insure interoperability. Awarded a patent for 'Copy Protection of Software on Private Branch Exchanges'. Wrote guidelines for proposed FCC rules regarding 'Answer Supervision for Customer Premise Equipment'. Leader of team that pioneered new product realization process, achieving a 6-month reduction in time-to-market interval. Partnered with vendors to bring broadband switching to PBX customers.

Integration and Test Product Manager - Prioritize and coordinate all interoperability and compliance testing of DEFINITY PBX product line. Reduced cost of complying with FCC rules by \$45 million over three years. Negotiated contracts for sale of intellectual property to outside businesses; testing and non-disclosure agreements with competitors. Coordinated publication of PBX ISDN specifications. Received 'System Engineering Award' for leading a cross-business team in resolving customer Call Center problems.

Technical Marketing Center**1987 - 1989**

Technical Staff Manager - Provided top tier support to Technical Specialists on DEFINITY PBX's and Call Centers. Authored Technical Memorandum and Field Advisories for on-line distribution. Received the 'Tiger Award' for outstanding performance. Developed and delivered training on advanced system design and application implementation for Specialists and Engineers.

AT&T Information Systems**1979-1987**

Field Technical Specialist - Resolve complex system problems to ensure customer satisfaction. Assisted Bell Labs in resolving software and hardware bugs on the first multi-node, advanced DCS DEFINITY network. Implemented first statewide Dataphone II network. Modified trouble-reporting software for system cutovers. Developed and conducted technical training seminars for customers and consultants. Chairman, Regional Provisioning Task Force.

Education**AT&T/Lucent Management Training**

Coursework in product management, negotiation skills, general and financial management, process and quality management, technical, sales and product training (over 1300 classroom hours)	1983-2001
--	-----------

Cambridge Center (Massachusetts)

Graduate Level Courses in Information Systems & Services	1983-1984
--	-----------

New Horizons (Allentown) - MIS Network Manager Curriculum	2005-2006
---	-----------