

Listen to Richards's "*The Art of Contract Negotiations*" podcast at <http://budurl.com/OmniUniCast>

Richard W. Sims

Professional Biography

Richard Sims is an accomplished executive with a distinguished career leading various divisions for companies in the communications services industry. He combines repeated success guiding sizable, cross-functional teams in providing seamless, world-class customer service with track record performance in complying with industry regulations, ethical standards, and internal policies / procedures. Mr. Sims has extensive negotiation experience with large multi-million dollar contracts.

As a Senior Consultant with Verizon Communications, Mr. Sims brings three years' experience rendering strategic direction in a high-energy environment to meet the changing organizational needs and client requirements through growth, acquisition, and reorganization. He led the successful negotiations of a \$150 million five-year enterprise agreement with a Fortune 500 partner within 30 days of a sales / contract team spending approximately one year in negotiations without reaching an agreement. In addition, he conducted vendor operations and financial due diligence prior to negotiating multiple strategic vendor alliances in excess of \$25 million each with companies offering complementary technologies and services required to secure total solution customer contracts. A partial list of these companies include: AT&T, EDS, WellPoint Health Networks, Kaiser, Alcatel, Avaya, British Telecom, NCR, and TELUS.

Prior to joining Verizon, Mr. Sims served as General Manager of GTE Customer Networks for GTE Corporation, a position in which he was tasked to rebuild an unprofitable division and unstable client relationship for a \$150 million, five-year comprehensive outsourcing contract with one of the company's largest clients. He successfully overcame market issues, contract issues, client dissatisfaction, and financial losses to achieve a 20% cost savings. By analyzing client networks and justifying technology refresh investment, he exceeded the original scope of the contract with additional annual sales of \$20 million to \$25 million in value-added upgrades. In addition, he refocused the group's vision and direction by creating customer service philosophies and measurable service level agreements.

Mr. Sims was selected to execute a one-year executive assignment with GTE as General Manager of the declining Southeast Territory. Through increasing client coverage, he was able to accelerate sales growth by 58% and profits by 400%. By rolling out "Competitive Local Exchange" and other voice / data technologies, he established the company as a full-service provider and leader in new product development.

Previously, Mr. Sims served as Vice President & General Manager of GTE's Western Region Customer Networks where he achieved a successful turnaround of an eight-state region experiencing significant losses in operations and profitability. He successfully transitioned the organization from a loss to a profit center within six months. Revenues grew from \$12 million to more than \$68 million over four years, increasing year-over-year profit by 20%.

Listen to Richards's "*The Art of Contract Negotiations*" podcast at <http://budurl.com/OmniUniCast>

Mr. Sims's early positions with GTE included Vice President-level responsibilities. He was instrumental in launching a corporate finance and administration center designed to support network systems national sales programs. He subsequently led the startup operations of a national customer support center. Throughout his tenure with GTE, he managed teams of highly productive professionals, developed and administered budgets, and created financial projections.

Prior to joining GTE, Mr. Sims was the Vice President of Finance for Contel Business Networks and Contel Customer Support. Mr. Sims was responsible for the initial start up of these businesses, which included the development of a complete finance, accounting, and contract organizations. His early career was spent with Burroughs Corporation, where he achieved rapid advancement to management-level positions.

Mr. Sims was educated at Indiana Northern Graduate School of Business and holds a MPM Degree in Professional Management. In addition, he holds a BA Degree in Accounting from Detroit Institute of Technology.