

Paul M. Bauer

11969 East Lake Circle • Greenwood Village, CO 80111 • (303) 949 6102 • pbauer@du.edu

SUMMARY

Experienced Research Director with a track record of producing innovative results through hiring, challenging, directing, and supporting talented technical people to work on opportunities of business significance. Thorough understanding of all telecommunications technologies (telephony, cable TV, wireless, computer, multimedia) and their business advantages.

PROFESSIONAL EXPERIENCE

University of Denver, *Clinical Professor, Information Technology & Electronic Commerce* 2001-2004

- Taught MBA courses on information systems and telecommunications technologies.

Netbeam, Inc., *Director of Corporate Learning and Information Technology* 2000

A startup company providing wireless Internet access to underserved communities and small population centers.

- Responsible for all training—sales, technical, product, and employee continuous improvement—and for creating and implementing an efficient knowledge management system.
- Created web based Sales, Marketing and technical training courses.
- Hired and directed an IT group to ensure all employees had access to needed information via computer/network support.

Telecommunications Research Associates, *Faculty Member* 1999

A training company which delivers courses on state-of-the-art technology to communications professionals.

- Developed course material on wireless technologies (TDMA) and taught Wireless Internet Access and CDMA.

3Com Corporation, *Program Director* 1997 to 1999

A business solutions company connecting more people through more networks in more ways than any one else.

- Directed the development program for an ATM-based data access platform
- Coordinated development and customer testing activities in the deployment of a CDMA wireless data system.

University of Denver, Daniels College of Business, *Clinical Professor, Management Information Systems* 1997

- Taught MBA and undergraduate courses on information systems and emerging technologies.
- Mentored graduate student research on electronic commerce.

Paul M. Bauer & Associates, Louisville, Colorado 1996 to 1997

A consultancy specializing in managing technology; using technology to solve business problems; and helping businesses, their customers and employees derive maximum value and satisfaction from computer and telecommunications technologies.

- Conducted projects for McIver International, CollabTech, Korean Mobile Telecom, Lucent, and Price Waterhouse.

US WEST Advanced Technologies (AT), Boulder, Colorado 1986 to 1996

The research and development subsidiary of US WEST, operating telephony networks in 14 western states and Cable TV interests worldwide.

Director, International Projects 1996

Led a team of people providing technical expertise to build telecommunications systems for US WEST ventures in Belgium, Russia, Spain, Malaysia, Indonesia and Holland.

- Refocused the group's mission from business development to technical support for startup ventures, improving the efficiency of joint ventures managed by US WEST International.
- Identified need, screened materials, and contracted for technical training sessions for AT personnel on Hybrid Fiber Coax (HFC-upgraded Cable TV), and telephony and data on HFC systems to significantly improve the group's expertise in these technologies.

Director, Digital Signal Processing Applications 1994 to 1996

Directed Ph.D. engineers developing speech recognition and image enhancement applications on state-of-the-art digital signal processing technology.

- Demonstrated Voice Dial in the lab, then supported this technology through deployment to generate several million dollars of new revenue per year.
- Filed a patent application for Method and System for Linguistic Command Processing, creating a technology licensing opportunity (US Patent 5,832,439 granted November 3, 1998).
- Analyzed Time Warner Cable's Customer Survey data, identifying specific initiatives to improve this company's image.
- Organized the AT Fun Gang, an informal group dedicated to bringing levity to the work environment to improve morale and increase creativity.

Director, Technology Innovation Program

1992 to 1994

Managed a \$20M applied research program in telecommunications technologies.

- Established an Incubator project to formalize new product development, stimulating over 100 new product proposals.
- Provided technical consulting on an interactive multimedia learning system to teach telecommunications technologies to senior managers. Mentored the VP staff of Business Resources, Inc. for the course.
- Coordinated a University of Oregon research project testing business applications for desktop video. Students simulated dispersed operations and tested several levels of telecommunications capabilities in completing assignments.
- Organized presentations to Congressional and State leaders to influence telecommunication regulation. Directed six technology exhibits presented in Washington to support the Hollings bill easing Modified Final Judgment restrictions.

Special Project, Network Infrastructure

1991 to 1992

Worked as an internal consultant for the Vice President, Networks, at U S WEST Communications

- Recommended improvements to revitalize the infrastructure and processes for internal communications services, which resulted in \$30M annual savings (30% of budget). Created a coalition of diverse stakeholders to support the proposal.
- Analyzed Customer Survey Measurement results to help Network managers prioritize scarce resources to obtain most likely improvements.

Director, Advanced Systems Research

1986 to 1991

Created and led groups to apply Artificial Intelligence and management sciences to US WEST business opportunities.

- Directed the creation of Prescription Phone, a digital signal processing technique that adjusted audio energy to compensate for unique deficiencies in the hard-of-hearing, thereby improving their ability to use the telephone.
- Directed the creation of Strategic Planning System, a software tool to aid planning activities, and supported its use within four different strategic planning groups.
- Wrote a research proposal that enabled US WEST and JWP Information Systems to secure a \$25M contract to upgrade Washington State University's telecommunications system.
- Conducted a TeleCollaboration test, providing switchable audio and video links to a remote-site work group (40 miles away) to determine requirements for such services.
- Designed a 3-year joint research effort with the University of Colorado that produced tools for user interface design, software development, and business modeling.

Bell Communications Research, Red Bank, New Jersey

1984 to 1986

The research and development company formed by the seven Regional Bell Companies at divestiture, January 1984.

- Led a research team establishing telco operations support systems requirements.
- Created the first comprehensive operations generic requirements compendium.

Bell Laboratories, Holmdel, New Jersey

1972 to 1983

The research and development company of the Bell System. Managed systems engineering and strategic planning groups.

- Created and enhanced several computer network trouble analysis tools, which reduced failures in the public network.
- Created the first 2 comprehensive Bell System-wide computer systems operations plans to support telco operations.
- Created the first operations plan, the first consistent economic analysis of all Bell Labs projects, and the first tool for updating distributed operations databases.
- Initiated telco operations strategic planning studies, project evaluation guidelines and network data base coordination.

EDUCATION

Ph.D., Solid State Physics, University of Kansas

Post-doctoral study, Physical Chemistry, University of Kansas

MBA courses at Monmouth College, New Jersey

B. S., Physics, Saint Louis University

Continuing education courses – Psychology, Business, Management, Leadership, Quality, Telecom Technologies

AFFILIATIONS

Board Member, Colorado Software & Internet Association

2001-- 2004

Member, ACM, IEEE

2001-- 2004

Trustee, Community Education Foundation, High School District 214, Arlington Heights, IL

1998 – 1999

Certification Committee, Product Development and Management Association (PDMA)

1997 – 1999

Chairman, and Founding Board Member, Colorado Advanced Software Institute

1991 – 1992