



**TELCYTE**  
INFRASTRUCTURE SERVICES

# CHRIS WOLFE

## OPERATIONS MANAGER, ENGINEERING

### PROFILE

Chris Wolfe is the Operations Manager of Engineering for TelCyte, a telecom and infrastructure professional services company. Chris has over a decade of experience in the telecommunications and infrastructure industry.

TelCyte is a full-service telecom and infrastructure solutions provider. We take a systematic approach to getting to know our client and their needs, so we can develop a comprehensive engineering solution to bring projects from conception through to completion; on time, within budget and will deliver a product with the utmost quality and attention to safety, cost and quality.

### CONTACT

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### DAY TO DAY DUTIES

- Manages, directs, supervises, coordinates, and leads Engineering & Design consultants and Senior Consultants.
- Responsible for day-to-day activities of the Engineering & Design Consultants and Senior Consultants.
- Manage and coordinated team of consulting resources within a region or technical discipline.
- Develop project plans, including design strategies and selecting of team members (*which may include third party consultants / subcontractors*).
- Manages program activities (*i.e., client relationships, efficient delivery of services, and quality of services*).
- Assists in practice development, proposal development, including work steps and related cost estimates.
- Works on extremely complex problems where analysis of situations or data requires an evaluation of intangible factors.
- Attains the assigned team billable revenue objectives.
- Seasoned in-depth knowledge of functional/process area; considered subject matter expert.
- Provide expertise and consultation to assist with difficult customer problems and participates in important negotiations with key customers.
- Provide resolution for unique and highly complex problems.
- May consult with customers, as needed.
- Manage the work efforts of individual contributor direct reports, and influences hire/fire, performance appraisal, and pay review decisions.
- Responsible for coaching and developing direct report subordinates.
- Knowledge of new and emerging products and services
- Demonstrated ability to manage multiple projects in a cross-functional capacity with minimum Fiscal Year value of \$5M.
- Review and approve Engineering & Design Service SOWs prior to submission to customer: Scope clarity Time, cost, and risk factors Delivery resource allocation.
- Assign technical resource(s) and participate in RFP responses.
- Partner with sales and business development to identify focus areas and align delivery resources / capabilities.
- Assist with presenting overall Engineering & Design offerings, capabilities, and experiences.

- Update and refine Engineering & Design Services strategy, including developing required strategy documents on an ongoing basis, as needed.
- Participate in escalations as/if needed, ensuring Sr. leadership is kept informed throughout driving towards resolutions and customer satisfaction.
  - Scoping templates time estimates
  - Delivery templates
  - Delivery methodology and checklists
  - Producing a monthly revenue forecast including variance to targets
  - Work to forecast On Schedule / Budget KPI performance of projects.
  - Technical training plans
  - Soft skill development

## MANAGEMENT BACKGROUND

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- Fifteen plus years of industry experience
- Five years of relevant direct high level consulting experience.
- Five or more years Engineering & Design Consultation experience - complex technical products and services.
- Contract negotiations experience including complex deals.
- Sales planning and sales operations experience / Business planning and business operations experience.
- Demonstrated broad knowledge of the field with strong leadership skills.
- Demonstrated organizational and technical knowledge sufficient to resolve highly complex problems.
- Excellent verbal, written, presentation and interpersonal skills.

## ABOUT

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Chris heads up our engineering group as the operations manager, based in Mesa, Arizona. This team provides A&E Services to USA. As our Operations Manager - Engineer, Chris oversees team leaders as they complete day-to-day operations, as well as our growing the relationships with our customers. Recently, Chris has become more actively engaged on the business development of our business, working hand in hand with TelCyte Chief Business Development Officer and Founding Partner, Jon Boutilier. With an emphasis on improving our existing relationships with clients.

Chris brings over 15 years of diverse wireless experience. After finishing high school in, Chris joined Customer Design Services a Drafter working a large project for T-Mobile along with a variety of other Wireless projects across the Desert South West focusing on sustaining industry leading production run-rates and quality.

In 2010, Custom Design Services. was disbanded. Encouraged by past clients and relationships, Chris decided to venture out on his own, and become an independent draftsman for contract for 5 years working with various drafting companies around the Arizona market.

In fall of 2015 Chris accepted an offer with Smartlink LLC,. He worked for that group until the A&E portion of the company was absorbed by Infinigy. In the summer of 2016 Job Boutilier offered Chris a position as Project Manager at WYCO Field Services. Recognizing the immense opportunity Chris accepted. Chris work with Jon and Justin at WYCO until the creation of TelCyte 2018 where Chris started as the lead Wireless Project Manager. Chris has seen no less than 20,000 telecom wireless projects come through his hands over the years, ranging from



traditional wireless platforms such as, GSM, UMTS, LTE, 4G and 5G as well as Small Cell Design.

Chris, his wife Kendra, and their son Tobias live in San Tan Valley, AZ. Chris enjoy's working with the latest technology in his free time as well, building computers, playing games with friends and family, and 3d modeling, printing, & painting.

## EXPERIENCE

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### TelCyte Infrastructure Services

#### **Operations Manger - Engineering**

Dates Employed: Dec 2018 – Present

Employment Duration: 4 yr. 1 mo.

Location: Mesa, Arizona

Mr. Wolfe has over 15 years of experience in Wireless Design and Management. He served as Project Manger of TelCyte & WYCO for four years. He began his telecom career with Custom Design Services, then later a freelance drafter, followed by being a drafter for Smartlink LLC, & Infinigy

### WYCO Field Services

#### **Client Account Manager**

Dates Employed: Aug 2016 – Dec 2018

Employment Duration: 2 yr. 5 mo.

Location: Phoenix, Arizona

### Infinigy

#### **Lead Draftsman**

Dates Employed: Apr 2016 – Aug 2016

Employment Duration: 5 mo.

Location: Tempe, Arizona

### Smartlink, LLC

#### **Lead Draftsman**

Dates Employed: Nov 2015 – Apr 2016

Employment Duration: 6 mo.

Location: Halifax, Nova Scotia

### Independent Draftsman

Dates Employed: Jan 2010 – Nov 2015

Employment Duration: 5 yrs. 11 mo.

Location: Halifax, Nova Scotia

### Custom Design Services

#### **Lead Draftsman**

Dates Employed: Nov 2007 – Jan 2010

Employment Duration: 2 yrs. 3 mo.

Location: Halifax, Nova Scotia



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