



## **Curriculum Vitae Leigh Florez**

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**SUMMARY:** An accomplished technical analyst with extensive experience in laboratory and “real world” environments. Over twenty-five years of experience, beginning in Semiconductor Materials Research laboratory environment, evolving into Disaster Prevention and Recovery for network equipment and facilities, and engaging in Business Process Documentation and Improvement for global projects in the telecommunications sector. Adaptable, dependable, flexible, organized; proficient in the use of PCs and Microsoft Office Products. Sustained team and client relationships while telecommuting full time, maintaining a home office, for the past 20 years.

### **PROFESSIONAL EXPERIENCE**

#### **EQUIPMENT DAMAGE CONSULTANTS – Consultant 2010 – Present**

- Assesses the root cause of damages to electronic and mechanical systems (e.g., security system, computer network, heating, ventilation and air conditioning equipment) impacted by electrical surges and/or physical influences.
- Collects data on cause of loss via on-site and remote assessments and documents losses.
- Conducts Like Kind and Quality, Replacement Cost Value analyses.
- Provides detailed reports to Insurance Industry Adjusters including photo documentation.

#### **TELCORDIA TECHNOLOGIES, INC. 1986 – 2010**

Telcordia Technologies, now part of Ericsson provides telecommunications software and consulting services for internet providers, wireline, wireless, and cable network companies. (Originally Bell Communications Research; Bellcore.)

### **Operations Solutions – Business Process Consulting Professional (2005 – 2010)**

- Collected data for multiple domestic and international projects by conducting on-site and remote interviews with client company personnel, reviewing existing documentation, observing workplace operations, and using automated systems and processes.
  - Highlights included travel throughout South America to collect data at individual National Telecom providers to support a project to consolidate network operations at one regional center.
- Analyzed and categorized data for use in documenting present methods of operation and developing process and/or program improvements. Conducted database queries using MS Access and Toad.
- Compared present methods of operation with industry best practices and Telcordia requirements, to provide an improved future method of operation to clients.
- Generated business and technical requirements based upon data collection and analysis for implementation by programmers.
  - Highlights included improvement to a service order flow-through process enabling automated provisioning to climb from approximately 50% to over 90%, providing significant reduction in the cost of manual handling.
- Developed and maintained documentation for internal and external clients in the form of Microsoft Visio flow-charts, Excel Spreadsheets, Word documents and PowerPoint presentations. Ensured the placement of all project related materials in subject specific SharePoint locations.
- Trained on-site and remote (rural onshore and offshore) sub-contracted personnel on the use of specific software systems, and in data collection and analysis techniques.

### **Consultant, Disaster Management Services (1993 – 2010)**

- Performed on-site risk assessment consultations for domestic and international clients, for evaluation of electronic equipment and the facility it is located in, focusing on risk avoidance measures, indoor air quality and environment, and equipment and facility safety, security, and contingency planning measures.
  - Highlights included assessments of Olympic Game Telecommunications facilities for the 2002 Salt Lake City and 2004 Athens Games to ensure continuous and robust telecommunications and video transmissions.
- Provided proactive and reactive responses (on a 24 x 7 basis, including Hardware Disaster Recovery Hotline Support) to clients impacted by disaster (both natural and man-made). Service restoration to customers affected by outage was the short-term goal, with restoration of telecommunications equipment and facility to pre-event conditions the ultimate long-term quest.
- Expedited short-term recovery response and long term on-site remediation project management across various organizations and management levels within the client companies and with their sub-contractors, based on technical expertise and experience, including laboratory analyses, data interpretation and quality control.
- Documented client interactions with detailed reports to support cost recovery from insurance carriers or through litigation.
- Trained junior members of staff on analysis methods and telecommunications network and infrastructure.

**Member of Technical Staff, Applied Research (1986 – 1993)**

- Responsible for all aspects of laboratory management and operations for the growth of III-IV GaAs based semiconductor materials using Molecular Beam Epitaxy. Provided compound semiconductor materials to many clients both within Telcordia Technologies (formerly known as Bellcore) and the worldwide scientific community, contributing materials for fabrication leading to over 250 published journal articles and one patent.

**EDUCATION**

B.S. – Chemistry, WAGNER COLLEGE, Staten Island, New York

**PATENTS AND PUBLICATIONS**

U.S. Patent number 4,931,132 granted June 5, 1990. “Optical Control of Deposition of Crystal Monolayers”. D.E. Aspnes, R. Bhat, E. Colas, L.T. Florez, J.P. Harbison, and A.A. Studna.