

**SCHEDULE A**  
**SUMMARY OF EDUCATION AND WORK EXPERIENCE**

**Q. WHAT ARE YOUR PRIMARY RESPONSIBILITIES AS EXECUTIVE DIRECTOR OF PRODUCT MANAGEMENT?**

A. My responsibilities include overseeing the development of new products for Directory and Operator Services and product enhancements that are responsive to customer needs. I also have the responsibility for developing long-term product strategies for Directory and Operator Services as they relate to market and competitive trends. My responsibilities require me to be familiar with the nature and extent of competition faced by SBC for Directory and Operator Services. I hold this position for 12 SBC states, including Missouri.

**Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND.**

A. I received a Bachelor of Science degree in Business Administration from the University of Illinois, Urbana-Champaign in 1988. I also earned a M.B.A. from DePaul University in Chicago, Illinois in 1991.

**Q. PLEASE DESCRIBE YOUR WORK EXPERIENCE WITH SBC**

I began my career with Ameritech in 1989 in the Procurement Organization, responsible for material management activities. I held various positions in the Procurement Organization from 1989 to 1995.

From May 1995 through January 1997, I worked as a Market Manager in the Information Industry Services business unit of Ameritech, where I was responsible for managing wholesale products for DA and Operator Assistance Services for Independent Local Exchange Carrier customers.

In February 1997, I joined the Corporate Product Management organization as the product manager of Expanded Directory Assistance Services and Calling Card. From October 1997 to December 1999, I was the Product Manager for Directory Assistance Services, responsible for product development and life cycle management. In December 1999, I assumed the position of Director. I was promoted to Executive Director of DA and Operator Assistance Product Marketing in September 2000.

**Q. HAVE YOU PREVIOUSLY PARTICIPATED IN A REGULATORY PROCEEDING?**

A. Yes. I testified before the Missouri Public Service Commission (Commission) in June 2001 in Case No. TO-2001-467. I have also testified before the Indiana, Oklahoma and Michigan Commission.