



Guayaquil, March 31st, 2000

WORK CERTIFICATE

This letter is to certify that **MR. PABLO G. PAEZ M.**, worked in **GRUPO CONECEL, Guayaquil - Ecuador** as **CHIEF INFORMATION OFFICER & CHIEF TECHNOLOGICAL OFFICER**, during the period of May 1998 to March 31st 2000.

Among his responsibilities was managing all technological activities in the company. He accomplished important achievements, including:

- Decreasing the billing error rate from 30/100 to 3/10,000
- Implementing CRM strategy
- Y2K project leader
- Responsible for:
 - Billing
 - Pre pay platform
 - Anti-fraud
 - Call & contact center
 - Provisioning
- Software development
- Clearing house
- Revenue assurance
- Mediation devices
- ERP
- Information system for decisions support
- Leader and responsible for:
 - Billing
 - Network Operations
 - Methods and Organization
 - Research & Development
 - Internet Service Provider
 - Supervising 80 IT engineers
- Network architect for 1000 PC 's & 80 servers
- Decreasing fraud amount from US \$ 800,000 to 4 USD per month
- Hardware standardization process reaching 90%
- Managing a budget over US \$ 8 M per year

MR. PABLO G. PAEZ was always professional in his work. He focused his work in meeting company goals and expectations. I gladly recommend **MR. PABLO G. PAEZ** for any position within the management team of any company.

Sincerely

PAUL SISKA
GENERAL DIRECTOR
GRUPO CONECEL
PHONE: