



Kim Olson

Senior Consultant

kolson@techcaliber.com

Phone: 712-253-6311

Kim Olson is a TC2 Senior Consultant with over 20 years of telecommunication experience. At TC2, she assists with benchmarking, contract compliance and audit work. This includes baseline development, benchmarking analysis, contract implementation, audit of existing network services and optimization review for voice, data and wireless services. She uses her knowledge of telecom contracts and billing to deliver savings to her clients. This knowledge has led to the recovery of millions of dollars in billing issues and irregularities. Kim regularly interacts with her clients and their supplier account teams to resolve billing issues identified and to ensure that her client's negotiated rates and charges are correctly implemented.

Before joining TC2 Kim worked for Verizon Business in various customer-facing roles to many of Verizon's largest customers. Her main areas of focus included managing day to day network changes, implementation of new services and network migrations. She worked closely with her customers to ensure that all requests were delivered in a timely manner and delivered according to required technical specifications. By managing Verizon internal resources and customer expectations, she was able to successfully complete numerous large scale global network installations and migrations.

Kim holds the ITIL v3 Foundations Certificate in IT Service Management and a Project Management Professional Certification.

Education

- Briar Cliff University, B.A.
- University of Iowa, B.A.