Exhibit RM-1

Richard T. Murtha

4 Liberty Lane Unit 16
South Portland, Maine 04106

Home: 207-232-2139
E-Mail: richmurtha@yahoo.com

Summary

High-performing operations-management executive with expertise in building/optimizing organizational processes, measurement systems, and infrastructure to maximize business results in communications and customer service operations nationwide, including Fortune 100 business partners.

Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals.

ISO 9000, TL 9000 and Six Sigma professional with extensive scope of responsibility, proven success, and track record of delivering optimal results in high-growth environments through initiatives that exceed operational performance targets and yield measurable outcomes:

- Operational improvements
- Reduced product deployment time
- Cost reductions through improved process performance
- Reduced tactical cycle time
- Productivity gains
- Revenue growth

***Areas of Expertise Include*:**

- Operational Process Analysis
- Strategic Planning and Leadership
- Organizational Design and Development
- Productivity and Efficiency Improvement
- Project Planning/Execution
- Customer Satisfaction
- Multi-Site Operations
- Process Redesign
- Change Management
- Performance Management
- Total Quality Management
- Cross-Functional Team Leadership
- Revenue Goal/Growth Attainment
- Financial Plan Development
- Six Sigma Methodology
- Negotiation, Persuasion, and Communication
- Training and Leadership Development
- Problem Solving
- Decision Making
- Planning and Deployment of Operational Assets

Professional Experience

FairPoint Communications, Portland Maine

Vice President of Wholesale Operations 2007 - Present

Direct the Wholesale organization order processing team and Service Management organization for Local and Hi Cap services for FairPoint Communications. Direct a team responsible for providing support, including partnering with field operations, product and technology, Information Technology, and developing ongoing process improvement to aide in daily production support. Analyzed the existing operations of Verizon and coordinated FairPoint's objectives and developed innovative solutions and plans to meet these objectives. Coordinated the development and production of operations metrics used

to analyze for trends and gaps and develop short and long term remedial solutions. Responsible for producing plans, quantitative analysis and recommendations for presentation to senior leadership of FairPoint.

- Directed a workforce of management, unionized, and contract employees in multiple physical locations.
- Reduced penalties paid for missed wholesale operations metrics.
- Managed a 25% increase in work volume by coordinating the restructure of provisioning plans.
- Reduced overtime by over 60% since cutover by revamping work plans and eliminating unnecessary work steps which has allowed for efficient order processing.
- Planned and managed the transfer of the wholesale work from Verizon to FairPoint while coordinating effort with Verizon.
- Developed a turnkey operation in Portland Maine to manage wholesale work that was previously completed outside the new FairPoint territory.

Key Skills: Recruit, direct and motivate world-class teams. Conceptualize and implement organizational change. Understand new technologies. Adapt business practices to maximize results. Analyze and resolve complex business challenges. Identify new business opportunities. Create and maintain focus on customer. Drive revenue and profits.

Verizon, Irving Texas

Director of Operations, 2003 to 2007

- Oversee 440 employees and $28 million expense budget in driving process improvements throughout the operation, as well as improving operating performance of customer order processing, billing issuance, maintenance, and customer service.
- Orchestrated multiple teams in improving business processes and ensuring optimum performance.
- Provided ongoing operational process analysis, communicated status, and identified and resolved operational issues and constraints.
- Managed resources, progress, completion timeframes, and budget while exceeding key operational performance targets, with results that include:
  - 90 percent decrease in metric penalties
  - 70 percent improvement in order production
  - 55 percent improvement in average answer speed
  - 40 percent reduction in online errors
  - 30 percent reduction in employees due to increased system processes
  - 18 percent reduction in billing errors

Operations Manager 2000 to 2003 Chesapeake Va.

- Provide developmental opportunities that maximize employees' capabilities and contribute to the achievement of organizational goals; developing leadership in others through coaching and mentoring.
- Inspired people to focus on capturing future opportunities while developing ideas aimed at meeting new demands and customer service satisfaction. Worked to create and communicate a clear vision for the organization through effectively involving my team to commit to a shared vision.

- Increased employee morale and involvement with representatives and management by clearly defining projects and effectively delegating tasks.

Team Leader 1994 to 2000 Pittsfield Ma

- Designated specialists assigned to manage and administer the workflow between planning, engineering and construction groups.
- Responsible for scheduling and forecasting the specific and routine program for an area encompassing 3000 square miles and a budget in excess of $25 million dollars in Capital.
- Developed and organized a tracking system that has led to best in class results using Microsoft Access and Microsoft Project.
- Produced and prioritized strong financial results while obtaining improved customer service requirements.
- Appointed to serve as safety, ergonomics and Y2K coordinator for Western Massachusetts.

Education

Empire State College	Bachelor's Degree	Business Management	1996
George Washington	Masters Certificate	Project Management	2000
Empire State College	MBA	Business Management	2002

Security Clearance

Held Top Secret Security Clearance while serving in United States Marine Corps

References

Available upon request