

**T. Chuck Hazzard**  
9 Merrill Road  
Freeport, Maine 04032-6746  
(207) 229-0059  
tc@hazzard.org

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## **PROFILE**

- Goal-oriented self-starter with strong skills in management, public policy and regulatory disciplines.
- Demonstrated leadership and project management abilities in environments undergoing rapid changes in technology and regulation.
- Dedication to problem solving, analysis, documentation, organization, and strategic planning.

## **PROFESSIONAL EXPERIENCE**

**FAIRPOINT COMMUNICATIONS**, South Portland, Maine  
*Team Lead, Enterprise and Wholesale, Product Management* 2009-Present

- Provide leadership for the Enterprise and Wholesale product management group.
- Driving the rapid transition of products from legacy TDM architectures to a more IP centric delivery model.
- Overseeing a project to provide better out of region connectivity.

*Acting Director, Data & ISP Services, Product Management* 2008-2009

- Oversaw the successful migration of approximately 260,000 broadband and 1,000 dedicated Internet access customers from Verizon NNE to FairPoint NNE. This involved close coordination with Verizon and other service partners to ensure a smooth transition and minimal customer impacts.
- Negotiated contracts in support of the ISP customer segment. This included contracts for email/web hosting, web portal, and TR69 device management.

**MAINE ENERGY INVESTMENT CORPORATION**, Brunswick, Maine 2007-2008  
*Executive Director*

- Providing oversight and management for projects including, Bioheat for the Northeast, a project to establish biofuel as the primary home heating source for the northeast; Downeast Solar Co-op, providing mini-grants for solar projects and act as the aggregator for REC sales for Maine; and Solar for Maine Businesses, a project designed to educate and raise the awareness as to the viability of solar solutions in meeting the energy needs of Maine businesses.
- Developing programs which seek to encourage investment and consumer actions in support of environmentally sustainable energy choices through demonstration projects and consumer education.

**UNIVERSITY OF NEW ENGLAND**, Biddeford, Maine

Fall 2006

- Adjunct Professor, Environmental Studies Department, taught a course focused on climate change and sustainability.

**GREAT WORKS INTERNET**, Biddeford, Maine

1994-2006

*President (1996-2006)*

- Provided leadership which transformed GWI from a fledgling startup with 25 employees and annual revenue of \$331,000 to a full service telecommunications company with \$12,000,000 in annual revenue, over 65,000 customers, and 100 employees. Recognized by *Inc.* as one of the fastest-growing private US companies in 2003 and 2004.
- Negotiated contracts with two cable companies, which added 30,000 customers and \$5,400,000 in additional annual revenue.
- Developed and implemented a strategy to transition dial up services from Verizon to an alternative telecommunications carrier, allowing GWI to expand dial up access to 100% of Maine and parts of New Hampshire, while at the same time reducing the cost to provide this service by 50%.
- Directed deployment of branded broadband services in Maine and New Hampshire, resulting in 7,000 higher margin customers and \$6,000,000 in additional annual revenue.
- Implemented software tools and procedures in the Customer Service Department which increased efficiency of the staff by 30% and reduced costs by 20%. These software tools further allowed GWI to wholesale their branded services, resulting in \$200,000 of additional yearly revenue.

*General Counsel (1996-2004)*

- Managed all regulatory matters during the highly turbulent period following the passing of the Telco Act of 1996 and the subsequent release of the FCC's controversial Triennial Review Order in a manner which reduced the risk of regulatory uncertainty and ensured the viability of GWI's business model.
- Successfully defended a case against Verizon, which avoided \$80,000 in early termination penalties.
- Obtained certification as a Competitive Local Exchange Carrier in Maine and New Hampshire, opening up new business opportunities which led to \$6,000,000 in additional annual revenue.

*Director of Operations (1994-1996)*

- Directed the expansion of dial up services from 4 to 17 locations. This involved securing lease space, ordering telecommunications facilities, configuring network equipment and ultimately the deployment to 17 locations around Maine. GWI thus became the first ISP to provide dial up coverage to all 16 counties in Maine.

**MAINE SCIENCE AND TECHNOLOGY FOUNDATION**, Augusta, Maine 1995-1996  
*Information Technology Consultant*

- Strengthened the market share for Maine's manufacturing sector through the establishment of innovative and efficient documentation technology and automation strategies.
- Developed an application which allowed field personnel to document issues and recommendations, enabling project collaboration and faster implementation of new ideas.

**LAW OFFICES OF JAY KRALL**, Augusta, Maine 1993-1994  
*Attorney*

- Counseled clients on complex estate planning and tax issues.
- Drafted legal documents which addressed issues encompassing disability and death, ensured the smooth transfer of family businesses, and minimized the burden of estate taxes.

**OFFICE OF THE GOVERNOR**, Augusta, Maine 1992-1993  
*Law Clerk for the Honorable Governor John R.. McKernan, Jr.*

- Governor's liaison for the Joint Standing Committees for Natural Resources, Utilities and Energy, and State and Local Government.
- Served as the Governor's representative on the State Pardon Board.
- Provided legal analysis of pending legislation and drafted position statements for the Governor.
- Guided Maine's participation in regional ozone transport initiatives.

**DIGITAL EQUIPMENT CORPORATION**, South Portland, Maine 1987-1991  
*Sales Engineer*

- Technical expert for the northern New England sales team in the manufacturing, finance, and education business markets.
- Drafted responses to Requests for Proposals; served as technical lead for sales calls and as a lecturer at computer technology conferences. Resulted in over \$1,000,000 in annual sales.

**FAIRCHILD SEMICONDUCTOR**, South Portland, Maine 1986-1987  
*Contract Software Engineer*

- Documented process flows in the semiconductor manufacturing facility. This documentation was subsequently used as a training manual for new hires.
- Developed software application for real-time sharing of information between the manufacturing and accounting systems. This application allowed for more accurate forecasting of production costs, thereby ensuring acceptable profit margins for custom orders.

**INTERNATIONAL BUSINESS MACHINES**, Burlington, Vermont  
*Telecommunications Engineer*

1983-1986

- Responsible for management and monitoring of 12,000-user terminal network. Achieved less than 2-second delay in communications from the terminal to the mainframe, which was unprecedented at the time.
- Researched, planned, and directed the construction of a computer network for campus expansion, which was the largest internal IBM facilities project to date.

## **EDUCATION**

### **University of Maine School of Law, Juris Doctor 1992**

- Environmental Law Clinic (Spring 1992). Researched and helped draft Maine's Toxic Use Reduction Statute.
- Phillip C. Jessup International Moot Court Team (1992).

### **University of Maine, B.A. (Highest Distinction) Computer Science 1983**