



**Rick  
VanBrederode**  
Field Director

From his office in St. Augustine, Florida, Rick is Field Director with Competent Staffing Resource, Inc. He is responsible for job placement, customer relations, review of detailed job requirements, contractor screening and interviews, supporting other Field Directors, and directing client projects in the field. After nearly 31 years' experience in various aspects of the telecommunications industry, including ten years with New Jersey Bell and twenty-one with BellSouth, Rick retired in July 2000 and joined CSR that same month.

With BellSouth, Rick held positions of increasing responsibility in Operator Services, Customer Services, and Staff and Network Operations. Rick's primary expertise is in the areas of Central Office Operations and Network Center Operations. At the time of his retirement from BellSouth, Rick had responsibility for Florida's Business Repair Centers and the Service Management organization.

Rick also co-chaired BellSouth's Network Centers Redesign initiative, which resulted in the streamlining of numerous centers into what are now known as the Network Reliability Centers, the Access Customer Advocate Centers, and the Business Repair Centers. Rick has most recently worked with a major telecommunications company to redesign their broadband organizational structure, and to identify opportunities for significant cost reductions through right-sizing and process improvements.



2180 Satellite Blvd  
Suite 375  
Duluth, GA 30097  
(800) 479-6157

