

2012 QuEST Forum Executive Board

Director



Armador Lucero

Vice President, Network Reliability Operations Center

CenturyLink

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Amador Lucero is a telecommunications industry veteran with nearly 40 years of leadership in network operations, outage management, disaster recovery, human resources, information technology and sales and support.

As Vice President of the Network Reliability Operations Center, Lucero is responsible for the reliability and stability of all network elements used by the Regional Markets, Business Markets and Wholesale Markets organizations through the performance of the NOCs. He is also responsible for the operational excellence of CenturyLink products, voice and data network, hosting centers, hosted customer IVR platforms, and internal data and voice/call center network support; as well as for ensuring the integration of NOC surveillance and support across the company.

At Qwest, Lucero was Vice President-Network Operation and Engineering, where he was responsible for the Network Operations Reliability Center (NROC), which monitored the external and internal voice and data networks. As a result of his focus on the causes of FCC-reportable network outages and fixes as they related to people, procedures, hardware and software, he and his team were able to reduce the outages to near zero. He implemented Local Number Portability at US West and served as Chairman of the Western Region Local Number Portability Committee, which consisted of all local exchange carriers in 14 states. After the Telecommunications Act was implemented in 1996, he was instrumental in improving the company's CLEC collocation on-time completion performance to among the best in the industry. He is a member of several diversity groups and mentors four to six employees at any given time.
