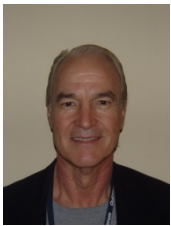


## 2009 QuEST Forum Executive Board

---

### Chief Operating Officer



**Don Pickens**  
COO  
*QuEST Forum*  
[www.questforum.org](http://www.questforum.org)

Don Pickens was appointed Chief Operating Officer of QuEST Forum April 1, 2004. He had previously served as an Executive Board member and as Vice Chairperson for QuEST Forum. Don's career spans 30+ years with the Bell System serving most of his time at BellSouth. In his last BellSouth assignment as VP-Network Reliability, he was responsible for all network quality issues for operations, technical support, and problem analysis and resolution. Don holds a BSEE and MBA from the University of Tennessee as well as graduating from the Harvard Advanced Management Program.

---